



**COMMONWEALTH OF VIRGINIA**  
**DIVISION OF PURCHASES & SUPPLY (DPS)**  
**1111 East Broad Street, Richmond, Virginia 23219**

**MODIFICATION #5**  
**TO**  
**CONTRACT NUMBER #CTR006025**  
**FORMERLY CONTRACT # E194-81913**  
**Vehicle: Rental Vehicles**  
**BETWEEN THE**  
**COMMONWEALTH OF VIRGINIA**  
**AND**  
**EAN SERVICES, LLC**

This **MODIFICATION #5** is an Agreement between the Commonwealth of Virginia, hereinafter referred to as "State" or "Commonwealth," and EAN Services, LLC, a Delaware limited liability company, hereinafter referred to as the "Contractor" or "EAN", relating to the modification of Contract **CTR006025** (E194-81913) effective January 9, 2020, as amended, hereinafter referred to as the "Contract" or "Agreement." This Modification is hereby incorporated into and made an integral part of the Agreement.

The purpose of this modification is to document both parties' agreement to A) extend the Contract B.) Add/Update; (update) General Term and Condition(s); Anti-Discrimination and (add) Forced or Indentured Child Labor; C.) Update Special Term and Conditions(s); Cancellation of Contracts and eVA Orders and Contracts. All changes are effective at date of modification execution and shall be included in any subsequent modifications.

**A. Reference: Contract CTR006025, "Changes to the Contract", "Extension of Contract"**

Both parties hereby agree to extend the term of this Contract or until new contract is awarded, but not to exceed a period of **twelve (12) months; January 17, 2026 – January 16, 2027.**

**B. Reference: Contract CTR006025, "Changes to the Contract", Update / Add General Term and Condition(s):**

**UPDATE:**

**ANTI-DISCRIMINATION:** By submitting their bids, bidders certify to the Commonwealth that they will conform to the provisions of the Federal Civil Rights Act of 1964, as amended, as well as the Virginia Fair Employment Contracting Act of 1975, as amended, where applicable, the Virginians With Disabilities Act, the Americans With Disabilities Act and § 2.2-4311 of the *Virginia Public Procurement Act (VPPA)*. If the award is made to a faith-based organization, the organization shall not discriminate against any recipient of goods, services, or disbursements made pursuant to the contract on the basis of the recipient's religion, religious belief, refusal to participate in a religious practice, or on the basis of race, age, color, gender sexual orientation, gender identity, or national origin and shall be subject to the same rules as other organizations that contract with public bodies to account for the use of the funds provided; however, if the faith-based organization segregates public funds into separate accounts, only the accounts and programs funded with public funds shall be subject to audit by the public body. (*Code of Virginia, § 2.2-4343.1E*).

In every contract over \$10,000 the provisions in 1. and 2. below apply:

1. During the performance of this contract, the contractor agrees as follows:

- a. The contractor will not discriminate against any employee or applicant for employment because of race, religion, color, sex, sexual orientation, gender identity, national origin, age, disability, veteran status, status as military family, or any other basis prohibited by state law

relating to discrimination in employment, except where there is a bona fide occupational qualification reasonably necessary to the normal operation of the contractor. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause.

- b. The contractor, in all solicitations or advertisements for employees placed by or on behalf of the contractor, will state that such contractor is an equal opportunity employer.
  - b. Notices, advertisements and solicitations placed in accordance with federal law, rule or regulation shall be deemed sufficient for the purpose of meeting the requirements of this section.
  - d. If the contractor employs more than five employees, the contractor shall (i) provide annual training on the contractor's sexual harassment policy to all supervisors and employees providing services in the Commonwealth, except such supervisors or employees that are required to complete sexual harassment training provided by the Department of Human Resource Management, and (ii) post the contractor's sexual harassment policy in (a) a conspicuous public place in each building located in the Commonwealth that the contractor owns or leases for business purposes and (b) the contractor's employee handbook.
  - e. The requirements of these provisions 1. and 2. are a material part of the contract. If the Contractor violates one of these provisions, the Commonwealth may terminate the affected part of this contract for breach, or at its option, the whole contract. Violation of one of these provisions may also result in debarment from State contracting regardless of whether the specific contract is terminated.
  - f. In accordance with Executive Order 61 (2017), a prohibition on discrimination by the contractor, in its employment practices, subcontracting practices, and delivery of goods or services, on the basis of race, sex, color, national origin, religion, sexual orientation, gender identity, age, political affiliation, disability, or veteran status, is hereby incorporated in this contract.
2. The contractor will include the provisions of 1. above in every subcontract or purchase order over \$10,000, so that the provisions will be binding upon each subcontractor or vendor.

**ADD:**

**FORCED OR INDENTURED CHILD LABOR:** Applicable in all solicitations and contracts over \$10,000: During the performance of this contract the use of forced or indentured child labor is prohibited. Any Prime Contractor shall include such prohibition in every subcontract that exceeds \$10,000 and shall be binding upon each subcontractor or vendor. For the purposes of this section, "forced or indentured child labor" means all work or service exacted from any person younger than 18 years of age under the menace of any penalty for the nonperformance of such work or service and for which such person does not offer himself voluntarily or performed by any person younger than 18 years of age pursuant to a contract the enforcement of which can be accomplished by process or penalties.

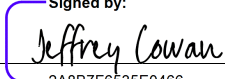
**C. Reference:** Contract **CTR006025**, "Changes to the Contract", Update Special Term and Condition(s):


**CANCELLATION OF CONTRACT:** The purchasing agency reserves the right to cancel and terminate any resulting contract, in part or in whole, without penalty, upon 60 days written notice to the contractor. Any contract cancellation notice shall not relieve the contractor of the obligation to deliver and/or perform on all outstanding orders issued prior to the effective date of cancellation. 4.

**eVA ORDERS AND CONTRACTS:** The solicitation/contract will result in **multiple** purchase order(s) with the applicable eVA transaction fee assessed for each order. Vendors desiring to provide goods and/or services to the Commonwealth shall participate in the eVA eProcurement Program and agree to comply with the following: If this solicitation is for a term contract, failure to provide an electronic catalog (price list) or Punch-Out Catalog for items awarded will be just cause for the Commonwealth to reject your bid or terminate this contract for default. The format of this electronic catalog shall conform to the eVA Catalog and/or Punch-Out Catalog Specification. For further information and details please email [eVA-Catalog-Manager@dgs.virginia.gov](mailto:eVA-Catalog-Manager@dgs.virginia.gov).

The foregoing is the complete and final expression of the parties’ agreement to modify Contract **CTR006025** and cannot be modified, except by a writing signed by the duly authorized representatives of both parties. All other terms and conditions remain unchanged.

**PERSONS SIGNING THIS CONTRACT ARE AUTHORIZED REPRESENTATIVES OF EACH PARTY TO THIS CONTRACT AND ACKNOWLEDGE THAT EACH PARTY AGREES TO BE BOUND BY THE TERMS AND CONDITIONS OF THE CONTRACT.**

**EAN SERVICES, LLC.**  
Signed by:  
BY:   
2A8B7F6535E0466...  
NAME: Jeffrey Cowan  
Printed Name  
TITLE: Authorized Officer  
DATE: 12/2/2025

**COMMONWEALTH OF VIRGINIA**  
BY:   
NAME: Pamela Copeland VCO, VCARM  
Printed Name  
TITLE: Statewide Sourcing & Contracting Officer  
DATE: 12/02/2025



**COMMONWEALTH OF VIRGINIA**  
**DIVISION OF PURCHASES & SUPPLY (DPS)**  
 1111 East Broad Street, Richmond, Virginia 23219

**MODIFICATION #4**  
**TO**  
**CONTRACT NUMBER #CTR006025**  
**FORMERLY CONTRACT # E194-81913**  
**BETWEEN THE**  
**COMMONWEALTH OF VIRGINIA**  
**AND**  
**EAN SERVICES, LLC**

This **MODIFICATION #4** is an Agreement between the Commonwealth of Virginia, hereinafter referred to as "State" or "Commonwealth," and EAN Services, LLC, a Delaware limited liability company, hereinafter referred to as the "Contractor" or "EAN", relating to the modification of Contract **CTR006025** (E194-81913) effective January 9, 2020, as amended, hereinafter referred to as the "Contract" or "Agreement." This Modification is hereby incorporated into and made an integral part of the Agreement.

The purpose of this modification is to document both parties' agreement to A) renew the Contract B.) Add/Update Special Term and Conditions; Contract Extension and D.) Price Adjustments. All changes are effective at date of modification execution and shall be included in any subsequent modifications.

**A. Reference:** Contract **CTR006025** (E194-81913), "Renewal of Contract."

Both parties hereby agree to renew the Contract for an additional one (1) year period, beginning **January 17, 2025 through January 16, 2026**, no (0) renewal option remaining.

**B. Reference:** Contract **CTR006025** (E194-81913), "Changes to the Contract"

**CONTRACT EXTENSIONS:** In the event that the original term and all renewals of this contract expire prior to the award for a new contract for similar goods and/or services, the Commonwealth of Virginia may, with written consent of the Contractor, extend this contract for such a period as may be necessary to afford the Commonwealth of Virginia a continuous supply of the identified goods and/or services.

**C. Reference:** Contract **CTR006025**, "Price Adjustments" (Escalation/De-escalation)

Prices are adjusted, as follows, and in accordance with the Consumer Price Index: Car and Truck Rental and special term and condition "Price Adjustments". Highlighted prices reflect the changes.

## CoVA Rental Rates

|                                   |
|-----------------------------------|
| Contract: CTR006025 (E194-81913)  |
| Effective 01/17/2025 – 01/16/2026 |

**Note:**

Base Rental Rate for Rentals Originating Within the Commonwealth of Virginia **with Loss Damage Waiver Fee:**

These rates shall apply to all orders placed by entities which are covered by self-insurance plan administered by the Virginia Department of Treasury's Division of Risk Management

| Vehicle Classification | Seating Capacity | Make/Model      | Half Day Rate | Daily Rate | Weekly Rate | Monthly Rate | Weekend Rate |
|------------------------|------------------|-----------------|---------------|------------|-------------|--------------|--------------|
| <b>Car:</b>            |                  |                 |               |            |             |              |              |
| Economy                | 4                | See Fleet Guide | \$42.62       | \$42.62    | \$234.37    | \$937.51     | 3 x Daily    |

|                                     |     |                 |          |          |          |            |           |
|-------------------------------------|-----|-----------------|----------|----------|----------|------------|-----------|
| Compact                             | 5   | See Fleet Guide | \$42.62  | \$42.62  | \$234.37 | \$937.51   | 3 x Daily |
| Intermediate                        | 5   | See Fleet Guide | \$43.83  | \$43.83  | \$241.07 | \$964.30   | 3 x Daily |
| Standard                            | 5   | See Fleet Guide | \$44.45  | \$44.45  | \$244.02 | \$977.69   | 3 x Daily |
| Full Size                           | 5   | See Fleet Guide | \$47.49  | \$47.49  | \$261.16 | \$1044.66  | 3 x Daily |
| <b>Sport Utility Vehicle (SUV):</b> |     |                 |          |          |          |            |           |
| SUV, Intermediate                   | 5   | See Fleet Guide | \$74.35  | \$74.35  | \$408.93 | \$1,635.70 | 3 x Daily |
| SUV, Standard                       | 5   | See Fleet Guide | \$77.35  | \$77.35  | \$425.43 | \$1,701.70 | 3 x Daily |
| <b>Truck:</b>                       |     |                 |          |          |          |            |           |
| Truck, Box, 15-16'                  | 2   | See Fleet Guide | \$118.10 | \$118.10 | \$649.55 | \$2,598.25 | 3 x Daily |
| Truck, Box, 24'                     | 3   | See Fleet Guide | \$136.36 | \$136.36 | \$750.01 | \$3,000.05 | 3 x Daily |
| Truck, Box, 26'                     | 3   | See Fleet Guide | \$136.36 | \$136.36 | \$750.01 | \$3,000.05 | 3 x Daily |
| Truck, Compact                      | 3   | See Fleet Guide | \$93.76  | \$93.76  | \$515.63 | \$2,062.53 | 3 x Daily |
| Truck, Cutaway                      | 2   | See Fleet Guide | \$118.10 | \$118.10 | \$649.55 | \$2,598.25 | 3 x Daily |
| Truck, Full Size                    | 4   | See Fleet Guide | \$93.76  | \$93.76  | \$515.63 | \$2,062.53 | 3 x Daily |
| Truck, Stake Bed, 20-24'            | 3   | See Fleet Guide | \$136.36 | \$136.36 | \$750.01 | \$3,000.05 | 3 x Daily |
| <b>Van:</b>                         |     |                 |          |          |          |            |           |
| Van, Cargo                          | 2   | See Fleet Guide | \$93.76  | \$93.76  | \$515.63 | \$2,062.53 | 3 x Daily |
| Van, Mini                           | 7-8 | See Fleet Guide | \$77.01  | \$77.01  | \$423.56 | \$1,694.22 | 3 x Daily |
| Van, Passenger                      | 12  | See Fleet Guide | \$121.64 | \$121.64 | \$669.04 | \$2,676.15 | 3 x Daily |

## CoVA Rental Rates

|                                   |  |
|-----------------------------------|--|
| Contract: CTR006025 (E194-81913)  |  |
| Effective 01/17/2025 - 01/16/2026 |  |

**Note:**

Base Rental Rate for Rentals Originating Within the Commonwealth of Virginia **without Loss Damage Waiver Fee:**

These rates are NOT available to entities which are covered by self-insurance plan administered by the Virginia Department of Treasury's Division of Risk Management


| Vehicle Classification | Seating Capacity | Make/Model | Half Day Rate | Daily Rate | Weekly Rate | Monthly Rate | Weekend Rate |
|------------------------|------------------|------------|---------------|------------|-------------|--------------|--------------|
| <b>Car:</b>            |                  |            |               |            |             |              |              |


|                                     |     |                 |          |          |          |            |           |
|-------------------------------------|-----|-----------------|----------|----------|----------|------------|-----------|
| Economy                             | 4   | See Fleet Guide | \$40.18  | \$40.18  | \$220.97 | \$883.94   | 3 x Daily |
| Compact                             | 5   | See Fleet Guide | \$40.18  | \$40.18  | \$220.97 | \$883.94   | 3 x Daily |
| Intermediate                        | 5   | See Fleet Guide | \$41.40  | \$41.40  | \$227.69 | \$910.73   | 3 x Daily |
| Standard                            | 5   | See Fleet Guide | \$42.62  | \$42.62  | \$234.37 | \$937.51   | 3 x Daily |
| Full Size                           | 5   | See Fleet Guide | \$45.05  | \$45.05  | \$247.77 | \$991.09   | 3 x Daily |
| <b>Sport Utility Vehicle (SUV):</b> |     |                 |          |          |          |            |           |
| SUV, Intermediate                   | 5   | See Fleet Guide | \$71.93  | \$71.93  | \$395.62 | \$1,582.46 | 3 x Daily |
| SUV, Standard                       | 5   | See Fleet Guide | \$74.93  | \$74.93  | \$412.12 | \$1,648.46 | 3 x Daily |
| <b>Truck:</b>                       |     |                 |          |          |          |            |           |
| Truck, Box, 15-16'                  | 2   | See Fleet Guide | \$99.84  | \$99.84  | \$499.20 | \$2,196.46 | 3 x Daily |
| Truck, Box, 24'                     | 3   | See Fleet Guide | \$118.10 | \$118.10 | \$590.51 | \$2,598.25 | 3 x Daily |
| Truck, Box, 26'                     | 3   | See Fleet Guide | \$118.10 | \$118.10 | \$590.51 | \$2,598.25 | 3 x Daily |
| Truck, Compact                      | 3   | See Fleet Guide | \$75.49  | \$75.49  | \$377.44 | \$1,660.74 | 3 x Daily |
| Truck, Cutaway                      | 2   | See Fleet Guide | \$99.84  | \$99.84  | \$499.20 | \$2,196.46 | 3 x Daily |
| Truck, Full Size                    | 4   | See Fleet Guide | \$87.66  | \$87.66  | \$438.32 | \$1,928.60 | 3 x Daily |
| Truck, Stake Bed, 20-24'            | 3   | See Fleet Guide | \$118.10 | \$118.10 | \$590.51 | \$2,598.25 | 3 x Daily |
| <b>Van:</b>                         |     |                 |          |          |          |            |           |
| Van, Cargo                          | 2   | See Fleet Guide | \$75.49  | \$75.49  | \$415.18 | \$1,660.74 | 3 x Daily |
| Van, Mini                           | 7-8 | See Fleet Guide | \$74.58  | \$74.58  | \$410.19 | \$1,640.76 | 3 x Daily |
| Van, Passenger                      | 12  | See Fleet Guide | \$118.10 | \$118.10 | \$649.55 | \$2,598.20 | 3 x Daily |

The foregoing is the complete and final expression of the parties' agreement to modify Contract **CTR006025** and cannot be modified, except by a writing signed by the duly authorized representatives of both parties. All other terms and conditions remain unchanged.

[SIGNATURE PAGE TO FOLLOW]

PERSONS SIGNING THIS CONTRACT ARE AUTHORIZED REPRESENTATIVES OF EACH PARTY TO THIS CONTRACT AND ACKNOWLEDGE THAT EACH PARTY AGREES TO BE BOUND BY THE TERMS AND CONDITIONS OF THE CONTRACT.

**EAN SERVICES, LLC.**  
BY:   
2A8B7F6535E0466...  
NAME: Matthew Morrison  
Printed Name  
TITLE: Authorized Officer  
DATE: 1/16/2025

**COMMONWEALTH OF VIRGINIA**  
BY:   
NAME: Pamela Copeland VCO, VCARM  
Printed Name  
TITLE: Statewide Sourcing & Contracting Officer  
DATE: 01/16/2025



**COMMONWEALTH OF VIRGINIA**  
**DIVISION OF PURCHASES & SUPPLY (DPS)**  
 1111 East Broad Street, Richmond, Virginia 23219

**MODIFICATION #3**  
**TO**  
**CONTRACT NUMBER #CTR006025**  
**FORMERLY CONTRACT # E194-81913**  
**BETWEEN THE**  
**COMMONWEALTH OF VIRGINIA**  
**AND**  
**EAN SERVICES, LLC**

This **MODIFICATION #3** is an Agreement between the Commonwealth of Virginia, hereinafter referred to as "State" or "Commonwealth," and EAN Services, LLC, a Delaware limited liability company, hereinafter referred to as the "Contractor" or "EAN", relating to the modification of Contract **CTR006025** (E194-81913) effective January 9, 2020, as amended, hereinafter referred to as the "Contract" or "Agreement." This Modification is hereby incorporated into and made an integral part of the Agreement.

The purpose of this modification is to document both parties' agreement to A) renew the Contract B.) Add Authorized Users C.) Add/Update Term and Conditions; Vendors Manual, Default, and eVA Business-To-Government Vendor Registration, Contracts, and Orders and D.) Price Adjustments. All changes are effective at date of modification execution and shall be included in any subsequent modifications.

**A. Reference:** Contract **CTR006025** (E194-81913), "Renewal of Contract."

Both parties hereby agree to renew the Contract for an additional one (1) year period, beginning **January 17, 2024 through January 16, 2025**, with one (1) renewal option remaining.

**B. Reference:** Contract **CTR006025** (E194-81913), "Changes to the Contract"

Add Authorized Users: Entities Authorized by the Code of Virginia §2.2-1120, in it's entirety.

**C. Reference:** Contract **CTR006025** (E194-81913), "Changes to the Contract"

**VENDORS MANUAL:** This solicitation is subject to the provisions of the Commonwealth of Virginia Vendors Manual and any changes or revisions thereto, which are hereby incorporated into this contract in their entirety. The process for filing a complaint about this solicitation is in section 7.13 of the Vendors Manual. (Note section 7.13 does not apply to protests of awards or formal contractual claims.) The procedure for filing contractual claims is in section 7.19 of the Vendors Manual. A copy of the manual is normally available for review at the purchasing office and is accessible on the Internet at [eva.virginia.gov](http://eva.virginia.gov) under "I Sell To Virginia".

**DEFAULT:** In case of failure to deliver goods or services in accordance with the contract terms and conditions, the Commonwealth, after due oral or written notice, may terminate this contract and procure all goods and/or services contracted for, from other sources and hold the contractor responsible for any resulting additional purchase and administrative costs. This remedy shall be in addition to any other remedies which the Commonwealth may have.

**eVA BUSINESS-TO-GOVERNMENT VENDOR REGISTRATION, CONTRACTS, AND ORDERS:** The eVA Internet electronic procurement solution, web site portal [eva.virginia.gov](http://eva.virginia.gov), streamlines and automates government purchasing activities in the Commonwealth. The eVA portal is the gateway for vendors to conduct business with state agencies and public bodies. All vendors desiring to provide goods and/or services to the Commonwealth shall participate in the eVA Internet e-procurement solution by completing the free eVA Vendor Registration. All bidders or offerors must register in eVA and pay the Vendor Transaction Fees specified below; failure to register will result in the bid/proposal being rejected.



Vendor transaction fees are determined by the date the original purchase order is issued and the current fees are as follows:

- a. For orders issued July 1, 2014, and after, the Vendor Transaction Fee is:
  - (i) DSBSD-certified Small Businesses: 1%, capped at \$500 per order.
  - (ii) Businesses that are not DSBSD-certified Small Businesses: 1%, capped at \$1,500 per order.
- b. Refer to Special Term and Condition "eVA Orders and Contracts" to identify the number of purchase orders that will be issued as a result of this solicitation/contract with the eVA transaction fee specified above assessed for each order.

For orders issued prior to July 1, 2014, the vendor transaction fees can be found at [eva.virginia.gov](http://eva.virginia.gov). The specified vendor transaction fee will be invoiced, by the Commonwealth of Virginia Department of General Services, typically within 60 days of the order issue date. Any adjustments (increases/decreases) will be handled through purchase order changes.

D. Reference: Contract CTR006025, "Price Adjustments"

Prices are adjusted 4% as follows and in accordance with the Consumer Price Index: Car and Truck Rental and special term and condition "Price Adjustments"

## CoVA Rental Rates

|                                  |
|----------------------------------|
| Contract: CTR006025 (E194-81913) |
| Effective January 17, 2024       |

**Note:**

Base Rental Rate for Rentals Originating Within the Commonwealth of Virginia ***with* Loss Damage Waiver Fee:**

These rates shall apply to all orders placed by entities which are covered by self-insurance plan administered by the Virginia Department of Treasury's Division of Risk Management

| Vehicle Classification              | Seating Capacity | Make/Model      | Half Day Rate | Daily Rate | Weekly Rate | Monthly Rate | Weekend Rate |
|-------------------------------------|------------------|-----------------|---------------|------------|-------------|--------------|--------------|
| <b>Car:</b>                         |                  |                 |               |            |             |              |              |
| Economy                             | 4                | See Fleet Guide | \$42.62       | \$42.62    | \$234.37    | \$937.51     | 3 x Daily    |
| Compact                             | 5                | See Fleet Guide | \$42.62       | \$42.62    | \$234.37    | \$937.51     | 3 x Daily    |
| Intermediate                        | 5                | See Fleet Guide | \$43.83       | \$43.83    | \$241.07    | \$964.30     | 3 x Daily    |
| Standard                            | 5                | See Fleet Guide | \$44.45       | \$44.45    | \$244.42    | \$977.69     | 3 x Daily    |
| Full Size                           | 5                | See Fleet Guide | \$47.49       | \$47.49    | \$261.16    | \$1044.66    | 3 x Daily    |
| <b>Sport Utility Vehicle (SUV):</b> |                  |                 |               |            |             |              |              |
| SUV, Intermediate                   | 5                | See Fleet Guide | \$80.35       | \$80.35    | \$441.97    | \$1767.89    | 3 x Daily    |
| SUV, Standard                       | 5                | See Fleet Guide | \$80.35       | \$80.35    | \$441.97    | \$1767.89    | 3 x Daily    |

|                          |     |                 |          |          |          |           |           |
|--------------------------|-----|-----------------|----------|----------|----------|-----------|-----------|
| <b>Truck:</b>            |     |                 |          |          |          |           |           |
| Truck, Box, 15-16'       | 2   | See Fleet Guide | \$118.10 | \$118.10 | \$649.55 | \$2598.25 | 3 x Daily |
| Truck, Box, 24'          | 3   | See Fleet Guide | \$136.36 | \$136.36 | \$750.01 | \$3000.05 | 3 x Daily |
| Truck, Box, 26'          | 3   | See Fleet Guide | \$136.36 | \$136.36 | \$750.01 | \$3000.05 | 3 x Daily |
| Truck, Compact           | 3   | See Fleet Guide | \$93.76  | \$93.76  | \$515.63 | \$2062.53 | 3 x Daily |
| Truck, Cutaway           | 2   | See Fleet Guide | \$118.10 | \$118.10 | \$649.55 | \$2598.25 | 3 x Daily |
| Truck, Fuyll Size        | 4   | See Fleet Guide | \$93.76  | \$93.76  | \$515.63 | \$2062.53 | 3 x Daily |
| Truck, Stake Bed, 20-24' | 3   | See Fleet Guide | \$136.36 | \$136.36 | \$750.01 | \$3000.05 | 3 x Daily |
| <b>Van:</b>              |     |                 |          |          |          |           |           |
| Van, Cargo               | 2   | See Fleet Guide | \$93.76  | \$93.76  | \$515.63 | \$2062.53 | 3 x Daily |
| Van, Mini                | 7-8 | See Fleet Guide | \$84.01  | \$84.01  | \$462.06 | \$1848.24 | 3 x Daily |
| Van, Passenger           | 12  | See Fleet Guide | \$118.07 | \$118.10 | \$649.55 | \$2598.25 | 3 x Daily |

## CoVA Rental Rates - Modification

Contract: CTR006025 (E194-81913)

Effective January 17, 2024

**Note:**

Base Rental Rate for Rentals Originating Within the Commonwealth of Virginia ***without* Loss Damage Waiver Fee:**

These rates are NOT available to entities which are covered by self-insurance plan administered by the Virginia Department of Treasury's Division of Risk Management

| Vehicle Classification              | Seating Capacity | Make/Model      | Half Day Rate | Daily Rate | Weekly Rate | Monthly Rate | Weekend Rate |
|-------------------------------------|------------------|-----------------|---------------|------------|-------------|--------------|--------------|
| <b>Car:</b>                         |                  |                 |               |            |             |              |              |
| Economy                             | 4                | See Fleet Guide | \$40.18       | \$40.18    | \$220.97    | \$883.94     | 3 x Daily    |
| Compact                             | 5                | See Fleet Guide | \$40.18       | \$40.18    | \$220.97    | \$883.94     | 3 x Daily    |
| Intermediate                        | 5                | See Fleet Guide | \$41.40       | \$41.40    | \$227.69    | \$910.73     | 3 x Daily    |
| Standard                            | 5                | See Fleet Guide | \$42.62       | \$42.62    | \$234.37    | \$937.51     | 3 x Daily    |
| Full Size                           | 5                | See Fleet Guide | \$45.05       | \$45.05    | \$247.77    | \$991.09     | 3 x Daily    |
| <b>Sport Utility Vehicle (SUV):</b> |                  |                 |               |            |             |              |              |
| SUV, Intermediate                   | 5                | See Fleet Guide | \$77.93       | \$77.93    | \$389.62    | \$1714.30    | 3 x Daily    |
| SUV, Standard                       | 5                | See Fleet Guide | \$77.93       | \$77.93    | \$389.62    | \$1714.30    | 3 x Daily    |

| <b>Truck:</b>            |     |                 |          |          |          |           |           |
|--------------------------|-----|-----------------|----------|----------|----------|-----------|-----------|
| Truck, Box, 15-16'       | 2   | See Fleet Guide | \$99.84  | \$99.84  | \$499.20 | \$2196.46 | 3 x Daily |
| Truck, Box, 24'          | 3   | See Fleet Guide | \$118.10 | \$118.10 | \$590.51 | \$2598.25 | 3 x Daily |
| Truck, Box, 26'          | 3   | See Fleet Guide | \$118.10 | \$118.10 | \$590.51 | \$2598.25 | 3 x Daily |
| Truck, Compact           | 3   | See Fleet Guide | \$75.49  | \$75.49  | \$377.44 | \$1660.74 | 3 x Daily |
| Truck, Cutaway           | 2   | See Fleet Guide | \$99.84  | \$99.84  | \$499.20 | \$2196.46 | 3 x Daily |
| Truck, Fuyll Size        | 4   | See Fleet Guide | \$87.66  | \$87.66  | \$438.32 | \$1928.60 | 3 x Daily |
| Truck, Stake Bed, 20-24' | 3   | See Fleet Guide | \$118.10 | \$118.10 | \$590.51 | \$2598.25 | 3 x Daily |
| <b>Van:</b>              |     |                 |          |          |          |           |           |
| Van, Cargo               | 2   | See Fleet Guide | \$75.49  | \$75.49  | \$415.18 | \$1660.74 | 3 x Daily |
| Van, Mini                | 7-8 | See Fleet Guide | \$81.58  | \$81.58  | \$448.67 | \$1794.68 | 3 x Daily |
| Van, Passenger           | 12  | See Fleet Guide | \$118.10 | \$118.10 | \$649.55 | \$2598.25 | 3 x Daily |

The foregoing is the complete and final expression of the parties' agreement to modify Contract **CTR006025** and cannot be modified, except by a writing signed by the duly authorized representatives of both parties. All other terms and conditions remain unchanged.

**PERSONS SIGNING THIS CONTRACT ARE AUTHORIZED REPRESENTATIVES OF EACH PARTY TO THIS CONTRACT AND ACKNOWLEDGE THAT EACH PARTY AGREES TO BE BOUND BY THE TERMS AND CONDITIONS OF THE CONTRACT.**

**LEAN SERVICES, LLC.**  
 DocuSigned by:  
 BY: Matthew Morrison  
 NAME: Matthew Morrison  
 Printed Name  
 TITLE: Authorized officer  
 DATE: 1/10/2024

**COMMONWEALTH OF VIRGINIA**  
 BY: Pamela Copeland  
 NAME: Pamela Copeland VCO, VCARM  
 Printed Name  
 TITLE: Statewide Sourcing & Contracting Officer  
 DATE: 01/11/2024



**COMMONWEALTH OF VIRGINIA**  
**DIVISION OF PURCHASES & SUPPLY (DPS)**  
**1111 East Broad Street, Richmond, Virginia 23219**

**MODIFICATION #2**  
**TO**  
**CONTRACT NUMBER CTR006025**  
**FORMERLY CONTRACT NUMBER E194-81913**  
**BETWEEN THE**  
**COMMONWEALTH OF VIRGINIA**  
**AND**  
**EAN SERVICES LLC**

This MODIFICATION #2 is an Agreement between the Commonwealth of Virginia, hereinafter referred to as "State" or "Commonwealth," and EAN Services, LLC., a Missouri corporation, hereinafter referred to as the "Contractor" or "Enterprise", relating to the modification of Contract E194-81913 effective January 9, 2020 as amended, hereinafter referred to as the "Contract" or "Agreement." This Modification is hereby incorporated into and made an integral part of the Agreement.

The purpose of this modification is to document both parties' agreement A.) Renew the Contract, B.) Update the Contract number. C.) Default and D.) Price Adjustments. All changes are effective upon full execution of this document, unless otherwise noted, and shall be included in any subsequent modifications.

**A. Reference:** Contract E194-81913, "Renewal of Contract."

Both parties hereby agree to renew the Contract for an additional one (1) year period, beginning January 17, 2023 through January 16, 2024, with two (2) renewal options remaining.

**B. Reference:** Contract E194-81913, "Changes to the Contract."

Due to the new Commonwealth of Virginia e-procurement system, the contract number has changed from E194-81913 to CTR006025.

**C. Reference:** Contract E194-81913, "Default"

DEFAULT: In case of failure to deliver goods or services in accordance with the contract terms and conditions, the Commonwealth, after due oral or written notice, may terminate this contract and procure all goods and/or services contracted for, from other sources and hold the contractor responsible for any resulting additional purchase and administrative costs. This remedy shall be in addition to any other remedies which the Commonwealth may have.

**D. Reference:** Contract E194-81913, " Price Adjustments"

Prices are adjusted 8% as follows in accordance with the Consumer Price Index: Car and Truck Rental

## CoVA Rental Rates

|                            |
|----------------------------|
| Contract: E194-81913       |
| Effective January 17, 2023 |

**Note:** Base Rental Rate for Rentals Originating Within the Commonwealth of Virginia *with* Loss Damage Waiver

**Fee:** These rates shall apply to all orders placed by entities which are covered by self-insurance plan administered by the Virginia Department of Treasury's Division of Risk Management

| Vehicle Classification              | Seating Capacity | Make/Model      | Half Day Rate | Daily Rate | Weekly Rate | Monthly Rate | Weekend Rate |
|-------------------------------------|------------------|-----------------|---------------|------------|-------------|--------------|--------------|
| <b>Car:</b>                         |                  |                 |               |            |             |              |              |
| Economy                             | 4                | See Fleet Guide | \$40.98       | \$40.98    | \$225.36    | \$901.45     | 3 x Daily    |
| Compact                             | 5                | See Fleet Guide | \$40.98       | \$40.98    | \$225.36    | \$901.45     | 3 x Daily    |
| Intermediate                        | 5                | See Fleet Guide | \$42.14       | \$42.14    | \$231.80    | \$927.21     | 3 x Daily    |
| Standard                            | 5                | See Fleet Guide | \$42.74       | \$42.74    | \$235.02    | \$940.09     | 3 x Daily    |
| Full Size                           | 5                | See Fleet Guide | \$45.66       | \$45.66    | \$251.12    | \$1004.48    | 3 x Daily    |
| <b>Sport Utility Vehicle (SUV):</b> |                  |                 |               |            |             |              |              |
| SUV, Intermediate                   | 5                | See Fleet Guide | \$77.26       | \$77.26    | \$424.97    | \$1699.89    | 3 x Daily    |
| SUV, Standard                       | 5                | See Fleet Guide | \$77.26       | \$77.26    | \$424.97    | \$1699.89    | 3 x Daily    |
| <b>Truck:</b>                       |                  |                 |               |            |             |              |              |
| Truck, Box, 15-16'                  | 2                | See Fleet Guide | \$113.56      | \$113.56   | \$624.57    | \$2498.32    | 3 x Daily    |
| Truck, Box, 24'                     | 3                | See Fleet Guide | \$131.12      | \$131.12   | \$721.16    | \$2884.66    | 3 x Daily    |
| Truck, Box, 26'                     | 3                | See Fleet Guide | \$131.12      | \$131.12   | \$721.16    | \$2884.66    | 3 x Daily    |
| Truck, Compact                      | 3                | See Fleet Guide | \$90.15       | \$90.15    | \$495.80    | \$1983.20    | 3 x Daily    |
| Truck, Cutaway                      | 2                | See Fleet Guide | \$113.56      | \$113.56   | \$624.57    | \$2498.32    | 3 x Daily    |
| Truck, Fuyll Size                   | 4                | See Fleet Guide | \$90.15       | \$90.15    | \$495.80    | \$1983.20    | 3 x Daily    |
| Truck, Stake Bed, 20-24'            | 3                | See Fleet Guide | \$131.12      | \$131.12   | \$721.16    | \$2884.66    | 3 x Daily    |
| <b>Van:</b>                         |                  |                 |               |            |             |              |              |
| Van, Cargo                          | 2                | See Fleet Guide | \$90.15       | \$90.15    | \$495.80    | \$1983.20    | 3 x Daily    |
| Van, Mini                           | 7-8              | See Fleet Guide | \$80.78       | \$80.78    | \$444.29    | \$1777.15    | 3 x Daily    |
| Van, Passenger                      | 12               | See Fleet Guide | \$113.56      | \$113.56   | \$624.57    | \$2498.32    | 3 x Daily    |

## CoVA Rental Rates

Contract: E194-81913

Effective January 17, 2023

**Note:** Base Rental Rate for Rentals Originating Within the Commonwealth of Virginia *without* Loss Damage Waiver

**Fee:** These rates are NOT available to entities which are covered by self-insurance plan administered by the Virginia Department of Treasury's Division of Risk Management

| Vehicle Classification              | Seating Capacity | Make/Model      | Half Day Rate | Daily Rate | Weekly Rate | Monthly Rate | Weekend Rate |
|-------------------------------------|------------------|-----------------|---------------|------------|-------------|--------------|--------------|
| <b>Car:</b>                         |                  |                 |               |            |             |              |              |
| Economy                             | 4                | See Fleet Guide | \$38.63       | \$38.63    | \$212.49    | \$849.94     | 3 x Daily    |
| Compact                             | 5                | See Fleet Guide | \$38.63       | \$38.63    | \$212.49    | \$849.94     | 3 x Daily    |
| Intermediate                        | 5                | See Fleet Guide | \$39.81       | \$39.81    | \$218.93    | \$875.70     | 3 x Daily    |
| Standard                            | 5                | See Fleet Guide | \$40.98       | \$40.98    | \$225.36    | \$901.45     | 3 x Daily    |
| Full Size                           | 5                | See Fleet Guide | \$43.32       | \$43.32    | \$238.24    | \$952.97     | 3 x Daily    |
| <b>Sport Utility Vehicle (SUV):</b> |                  |                 |               |            |             |              |              |
| SUV, Intermediate                   | 5                | See Fleet Guide | \$74.93       | \$74.93    | \$374.63    | \$1648.37    | 3 x Daily    |
| SUV, Standard                       | 5                | See Fleet Guide | \$74.93       | \$74.93    | \$374.63    | \$1648.37    | 3 x Daily    |
| <b>Truck:</b>                       |                  |                 |               |            |             |              |              |
| Truck, Box, 15-16'                  | 2                | See Fleet Guide | \$96.00       | \$96.00    | \$480.00    | \$2111.98    | 3 x Daily    |
| Truck, Box, 24'                     | 3                | See Fleet Guide | \$113.56      | \$113.56   | \$567.80    | \$2498.32    | 3 x Daily    |
| Truck, Box, 26'                     | 3                | See Fleet Guide | \$113.56      | \$113.56   | \$567.80    | \$2498.32    | 3 x Daily    |
| Truck, Compact                      | 3                | See Fleet Guide | \$72.59       | \$72.59    | \$362.92    | \$1596.87    | 3 x Daily    |
| Truck, Cutaway                      | 2                | See Fleet Guide | \$96.00       | \$96.00    | \$480.00    | \$2111.98    | 3 x Daily    |
| Truck, Fuyll Size                   | 4                | See Fleet Guide | \$84.29       | \$84.29    | \$421.46    | \$1854.42    | 3 x Daily    |
| Truck, Stake Bed, 20-24'            | 3                | See Fleet Guide | \$113.56      | \$113.56   | \$567.80    | \$2498.32    | 3 x Daily    |
| <b>Van:</b>                         |                  |                 |               |            |             |              |              |
| Van, Cargo                          | 2                | See Fleet Guide | \$72.59       | \$72.59    | \$399.21    | \$1596.87    | 3 x Daily    |
| Van, Mini                           | 7-8              | See Fleet Guide | \$78.44       | \$78.44    | \$431.41    | \$1725.65    | 3 x Daily    |
| Van, Passenger                      | 12               | See Fleet Guide | \$113.56      | \$113.56   | \$624.57    | \$2498.32    | 3 x Daily    |

**SIGNATURE PAGE TO FOLLOW**

Page 3 of 4  
Modification #2  
To Contract #CTR006025  
Formerly Contract Number E194-81913

The foregoing is the complete and final expression of the parties' agreement to modify Contract E194-81913 and cannot be modified, except by a writing signed by the duly authorized representatives of both parties. All other terms and conditions remain unchanged.

**PERSONS SIGNING THIS CONTRACT ARE AUTHORIZED REPRESENTATIVES OF EACH PARTY TO THIS CONTRACT AND ACKNOWLEDGE THAT EACH PARTY AGREES TO BE BOUND BY THE TERMS AND CONDITIONS OF THE CONTRACT.**

**EAN SERVICES, LLC.**  
DocuSigned by:  
BY: *Jeffrey Cowan*  
NAME: Jeffrey Cowan  
Printed Name  
TITLE: Authorized officer  
DATE: 1/16/2023

**COMMONWEALTH OF VIRGINIA**  
BY: *Roxanne Thomas*  
NAME: Roxanne Thomas  
Printed Name  
TITLE: Statewide Sourcing & Contracting Officer  
DATE: 1/16/2023



**COMMONWEALTH OF VIRGINIA**  
**DIVISION OF PURCHASES & SUPPLY (DPS)**  
**1111 East Broad Street, Richmond, Virginia 23219**

**MODIFICATION #1**  
**TO**  
**CONTRACT NUMBER E194-81913**  
**BETWEEN THE**  
**COMMONWEALTH OF VIRGINIA**  
**AND**  
**EAN SERVICES, LLC**

This MODIFICATION #1 is an Agreement between the Commonwealth of Virginia, hereinafter referred to as "State" or "Commonwealth," and EAN Services, LLC, a Delaware limited liability company, hereinafter referred to as the "Contractor" or "EAN", relating to the modification of Contract E194-81913 effective January 9, 2020, as amended, hereinafter referred to as the "Contract" or "Agreement." This Modification is hereby incorporated into and made an integral part of the Agreement.

The purpose of this modification is to document both parties' agreement to change Special Term and Condition "Price Adjustments". All changes are effective at date of modification execution and shall be included in any subsequent modifications.

**A. Reference:** Contract E194-81913, "Price Adjustments"

Special Term "Price Escalation/De-escalation" shall be changed to the language below:

Price adjustments may be permitted for changes in the contractor's cost of materials but should not exceed the increase in the following index from the Consumer's Price Index: "Car and Truck Rental", unless there are other relevant market conditions as determined appropriate and approved by DPS. The contractor may be required to produce documentation to the contract officer, which supports a price increase greater than the relevant Consumer's Price Index for that good. No price increases will be authorized during the initial term of the contract. Price escalation may be permitted only at the end of the initial term and each subsequent renewal period thereafter and only where verified to the satisfaction of the purchasing office.

Contractor shall give not less than 30 days advance notice of any price increase to the purchasing office. Any approved price changes will be effective only after agreement, in writing, by both parties. Documentation shall be supplied with the contractor's request for increase which will verify that the requested price increase is general in scope and not applicable just to the Commonwealth of Virginia.

The purchasing office will notify the using agencies and contractor in writing of the effective date of any increase, which it approves. However, the contractor shall fill all purchase orders received prior to the effective date of the price adjustment at the old contract prices. The contractor is further advised that decreases which affect the cost of materials are required to be communicated immediately to the purchasing office.

**B. Reference:** Contract E194-81913, "Renewal of Contract"

Both Parties hereby agree to renew the above-references Contract for an additional one (1) year period, beginning **January 17, 2022** through **January 16, 2023**

**C. Reference:** Contract E194-81913, "Price Adjustments"

Prices are adjusted 8.4% as follows in accordance with the above Special Term and Condition:



## CoVA Rental Rates

Contract: E194-81913

Prices Effective: January 17, 2022

**Note:**

Base Rental Rate for Rentals Originating Within the Commonwealth of Virginia **without Loss Damage Waiver Fee:**

These rates are NOT available to entities which are covered by self-insurance plan administered by the Virginia Department of Treasury's Division of Risk Management

| Vehicle Classification              | Seating Capacity | Make/Model      | Half Day Rate | Daily Rate | Weekly Rate | Monthly Rate | Weekend Rate |
|-------------------------------------|------------------|-----------------|---------------|------------|-------------|--------------|--------------|
| <b>Car:</b>                         |                  |                 |               |            |             |              |              |
| Economy                             | 4                | See Fleet Guide | \$35.77       | \$35.77    | \$196.75    | \$786.98     | 3 x Daily    |
| Compact                             | 5                | See Fleet Guide | \$35.77       | \$35.77    | \$196.75    | \$786.98     | 3 x Daily    |
| Intermediate                        | 5                | See Fleet Guide | \$36.86       | \$36.86    | \$202.71    | \$810.83     | 3 x Daily    |
| Standard                            | 5                | See Fleet Guide | \$37.94       | \$37.94    | \$208.67    | \$834.68     | 3 x Daily    |
| Full Size                           | 5                | See Fleet Guide | \$40.11       | \$40.11    | \$220.59    | \$882.38     | 3 x Daily    |
| <b>Sport Utility Vehicle (SUV):</b> |                  |                 |               |            |             |              |              |
| SUV, Intermediate                   | 5                | See Fleet Guide | \$69.38       | \$69.38    | \$346.88    | \$1,526.27   | 3 x Daily    |
| SUV, Standard                       | 5                | See Fleet Guide | \$69.38       | \$69.38    | \$346.88    | \$1,526.27   | 3 x Daily    |
| <b>Truck:</b>                       |                  |                 |               |            |             |              |              |
| Truck, Box, 15-16'                  | 2                | See Fleet Guide | \$88.89       | \$88.89    | \$444.44    | \$1,955.54   | 3 x Daily    |
| Truck, Box, 24'                     | 3                | See Fleet Guide | \$105.15      | \$105.15   | \$525.74    | \$2,313.26   | 3 x Daily    |
| Truck, Box, 26'                     | 3                | See Fleet Guide | \$105.15      | \$105.15   | \$525.74    | \$2,313.26   | 3 x Daily    |
| Truck, Compact                      | 3                | See Fleet Guide | \$67.21       | \$67.21    | \$336.04    | \$1,478.58   | 3 x Daily    |
| Truck, Cutaway                      | 2                | See Fleet Guide | \$88.89       | \$88.89    | \$444.44    | \$1,955.54   | 3 x Daily    |
| Truck, Fuyll Size                   | 4                | See Fleet Guide | \$78.05       | \$78.05    | \$390.24    | \$1,717.06   | 3 x Daily    |
| Truck, Stake Bed, 20-24'            | 3                | See Fleet Guide | \$105.15      | \$105.15   | \$525.74    | \$2,313.26   | 3 x Daily    |
| <b>Van:</b>                         |                  |                 |               |            |             |              |              |
| Van, Cargo                          | 2                | See Fleet Guide | \$67.21       | \$67.21    | \$369.64    | \$1,478.58   | 3 x Daily    |
| Van, Mini                           | 7-8              | See Fleet Guide | \$72.63       | \$72.63    | \$399.45    | \$1,597.82   | 3 x Daily    |
| Van, Passenger                      | 12               | See Fleet Guide | \$105.15      | \$105.15   | \$578.31    | \$2,313.26   | 3 x Daily    |

## CoVA Rental Rates

Contract: E194-81913

Prices Effective: January 17, 2022

**Note:**

Base Rental Rate for Rentals Originating Within the Commonwealth of Virginia ***with* Loss Damage Waiver Fee:**

These rates shall apply to all orders placed by entities which are covered by self-insurance plan administered by the Virginia Department of Treasury's Division of Risk Management

| Vehicle Classification              | Seating Capacity | Make/Model      | Half Day Rate | Daily Rate | Weekly Rate | Monthly Rate | Weekend Rate |
|-------------------------------------|------------------|-----------------|---------------|------------|-------------|--------------|--------------|
| <b>Car:</b>                         |                  |                 |               |            |             |              |              |
| Economy                             | 4                | See Fleet Guide | \$37.94       | \$37.94    | \$208.67    | \$834.68     | 3 x Daily    |
| Compact                             | 5                | See Fleet Guide | \$37.94       | \$37.94    | \$208.67    | \$834.68     | 3 x Daily    |
| Intermediate                        | 5                | See Fleet Guide | \$39.02       | \$39.02    | \$214.63    | \$858.53     | 3 x Daily    |
| Standard                            | 5                | See Fleet Guide | \$39.57       | \$39.57    | \$217.61    | \$870.45     | 3 x Daily    |
| Full Size                           | 5                | See Fleet Guide | \$42.28       | \$42.28    | \$232.52    | \$930.07     | 3 x Daily    |
| <b>Sport Utility Vehicle (SUV):</b> |                  |                 |               |            |             |              |              |
| SUV, Intermediate                   | 5                | See Fleet Guide | \$71.54       | \$71.54    | \$393.49    | \$1,573.97   | 3 x Daily    |
| SUV, Standard                       | 5                | See Fleet Guide | \$71.54       | \$71.54    | \$393.49    | \$1,573.97   | 3 x Daily    |
| <b>Truck:</b>                       |                  |                 |               |            |             |              |              |
| Truck, Box, 15-16'                  | 2                | See Fleet Guide | \$105.15      | \$105.15   | \$578.31    | \$2,313.26   | 3 x Daily    |
| Truck, Box, 24'                     | 3                | See Fleet Guide | \$121.41      | \$121.41   | \$667.74    | \$2,670.98   | 3 x Daily    |
| Truck, Box, 26'                     | 3                | See Fleet Guide | \$121.41      | \$121.41   | \$667.74    | \$2,670.98   | 3 x Daily    |
| Truck, Compact                      | 3                | See Fleet Guide | \$83.47       | \$83.47    | \$459.07    | \$1,836.30   | 3 x Daily    |
| Truck, Cutaway                      | 2                | See Fleet Guide | \$105.15      | \$105.15   | \$578.31    | \$2,313.26   | 3 x Daily    |
| Truck, Fuyll Size                   | 4                | See Fleet Guide | \$83.47       | \$83.47    | \$459.07    | \$1,836.30   | 3 x Daily    |
| Truck, Stake Bed, 20-24'            | 3                | See Fleet Guide | \$121.41      | \$121.41   | \$667.74    | \$2,670.98   | 3 x Daily    |
| <b>Van:</b>                         |                  |                 |               |            |             |              |              |
| Van, Cargo                          | 2                | See Fleet Guide | \$83.47       | \$83.47    | \$459.07    | \$1,836.30   | 3 x Daily    |
| Van, Mini                           | 7-8              | See Fleet Guide | \$74.80       | \$74.80    | \$411.38    | \$1,645.51   | 3 x Daily    |
| Van, Passenger                      | 12               | See Fleet Guide | \$105.15      | \$105.15   | \$578.31    | \$2,313.26   | 3 x Daily    |

The foregoing is the complete and final expression of the parties' agreement to modify Contract E194-81913 and cannot be modified, except by a writing signed by the duly authorized representatives of both parties. All other terms and conditions remain unchanged.

**PERSONS SIGNING THIS CONTRACT ARE AUTHORIZED REPRESENTATIVES OF EACH PARTY TO THIS CONTRACT AND ACKNOWLEDGE THAT EACH PARTY AGREES TO BE BOUND BY THE TERMS AND CONDITIONS OF THE CONTRACT.**

**EAN SERVICES, LLC.**  
DocuSigned by:  
BY: Meredith Perkins  
031C7871FCFC4D4...  
NAME: Meredith Perkins  
Printed Name  
TITLE: Authorized officer  
DATE: 1/18/2022

**COMMONWEALTH OF VIRGINIA**  
DocuSigned by:  
BY: Ryan Thompson  
A94165BDE18D4F4...  
NAME: Ryan Thompson, VCO for  
Brandon Amsel, VCO  
Printed Name  
TITLE: Statewide Sourcing & Contracting Officer  
DATE: 1/18/2022

**COMMONWEALTH OF VIRGINIA**  
**STANDARD CONTRACT**

Contract Number: E194-81913

This contract entered into this 9 day of January 2020, by EAN Services LLC, hereinafter called the "Contractor" and Commonwealth of Virginia, Division of Purchases and Supply, (Department, Agency, Division) hereinafter called the "Commonwealth" or "DPS."

WITNESSETH that the Contractor and the Commonwealth, in consideration of the mutual covenants, promises and agreements herein contained, agree as follows:

SCOPE OF CONTRACT: The Contractor shall provide the services to the Commonwealth as set forth in the Contract Documents.

PERIOD OF PERFORMANCE: From January 17, 2020 through January 16, 2022.


The contract documents shall consist of:

- (1) This signed form;
- (2) The following portions of the Request for Proposal dated August 14, 2019:
  - (a) The Statement of Needs,
  - (b) The General Terms and Conditions,
  - (c) The Special Terms and Conditions together with any negotiated modifications of those Special Conditions;
- (3) The Contractor's Proposal dated September 5, 2019 and the following negotiated modifications to the Proposal, all of which documents are incorporated herein.
  - (a) Attachment "Points to Negotiate", Dated January 9, 2020


The Contractor agrees to subcontract 5.46% of the contract to DSBSD-certified small businesses.

IN WITNESS WHEREOF, the parties have caused this Contract to be duly executed intending to be bound thereby.

CONTRACTOR:

By:   
Title: Secretary or Assistant Secretary  
01/30/2020

COMMONWEALTH OF VIRGINIA:

By:   
Title: Statewide Sourcing & Contracting Officer  
01/31/2020

Note: This public body does not discriminate against faith-based organizations in accordance with the *Code of Virginia*, § 2.2-4343.1 or against an Offeror because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment.



# COMMONWEALTH OF VIRGINIA

DIVISION OF PURCHASES & SUPPLY (DPS)  
1111 East Broad Street, Richmond, Virginia 23219-1199

## REQUEST FOR PROPOSAL (RFP) # 415

### VEHICLE RENTAL SERVICES

**NIGP Commodity Codes:** 97500 – Rental or Lease of Equipment ~ 97514 – Automobiles and Other Passenger Vehicles Rental or Lease ~ 97586 – Truck and Van Rental or Lease ~ 97588 – Utility Vehicle Rental or Lease

**Issue Date:** July 22, 2019 • **Due Date/Time:** **August 26, 2019 – 1:00 P.M. EST**

DPS Statewide Sourcing & Contracting Officer: Angela J. Shearn, VCO E-mail Address: [Angela.Shearn@dgs.virginia.gov](mailto:Angela.Shearn@dgs.virginia.gov)

**USING AGENCY AND/OR LOCATION WHERE WORK WILL BE PERFORMED:** All Commonwealth Agencies, Institutions and other public bodies (collectively "Authorized Users") as defined in §2.2-4301 of the Code of Virginia.

**PROPOSAL SUBMISSION:** All proposals must be received by the date and time shown on the cover page of this solicitation at the following address. Any proposals received after the stated time and date will be retained unopened in the procurement file. See Section IV, Paragraph A, Subparagraph 2, for additional REQUIRED information regarding "Identification of Sealed Proposal Envelope for Paper Responses".

Delivery address:

**DGS/Division of Purchases and Supply, 1111 East Broad Street, 6<sup>th</sup> Floor Receptionist/Bid Receiving,  
Richmond, Virginia 23219-1199**

**OPTIONAL PRE-PROPOSAL CONFERENCE:** An optional pre-proposal conference will be held at **1:00 P.M. EST on August 7, 2019** by means of teleconference. See Section VII for additional information related to this optional pre-proposal conference.

**CLARIFICATION OF TERMS:** If any prospective Offeror has questions about the specifications or other solicitation documents, then it is the Offeror's responsibility to contact the Contracting Officer whose name appears on the face of this solicitation, **in writing**, no later than August 13<sup>th</sup>, 2019. **Oral requests for information will not be accepted.** No further written inquiries will be accepted after **12:00 P.M. EST** on August 13<sup>th</sup>, 2019. Any revisions to the solicitation will be made only by an addendum issued by the Contracting Officer named above and posted on the state procurement website at [www.eva.virginia.gov](http://www.eva.virginia.gov). Any addenda, notifications, extensions, cancellations or changes will be posted to the state procurement website. No other notification is required. It is the responsibility of the prospective Offeror to obtain all current information from the eVA website.

**PERIOD OF CONTRACT:** Initial two (2) year term Contract with four (4) additional successive one (1) year renewal options. **Service Commencement date is upon written mutual agreement by both parties.**

The undersigned hereby offers and agrees to furnish all goods and/or services in accordance with the attached signed proposal and the mandatory requirements outlined herein, or as mutually agreed upon through subsequent negotiation.

Company Name: \_\_\_\_\_

Email: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_

City/State/ZIP: \_\_\_\_\_

Fax: \_\_\_\_\_

Signature: \_\_\_\_\_

Cell: \_\_\_\_\_

Printed Name: \_\_\_\_\_

DUNS Number: \_\_\_\_\_

Title: \_\_\_\_\_

eVA Vendor ID: \_\_\_\_\_

Date: \_\_\_\_\_

Vendor SCC ID: \_\_\_\_\_

**NOTE:** This public body does not discriminate against faith-based organizations in accordance with the *Code of Virginia*, § 2.2-4343.1 or against a Offeror because of race, religion, color, sex, national origin, age, disability, sexual orientation, gender identity, political affiliation, or veteran status or any other basis prohibited by state law relating to discrimination in employment.

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## I. PURPOSE

The Commonwealth of Virginia, Department of General Services, Division of Purchases and Supply, hereinafter referred to as “Commonwealth” or “DGS” or “DPS” is issuing this Request for Proposal (RFP) on behalf of the DGS Office of Fleet Management Services (OFMS) in its statutory role under the Code of Virginia, § 2.2-1173 *et al*, for the purpose of soliciting sealed proposals to establish through competitive negotiations, a Master Ordering Agreement with a qualified Offeror (“Offeror”) for DGS/OFMS to provide vehicle rental services (“Services”) for official use by employees of Virginia State Agencies, local government public procurement units, Commissions, Authorities, Boards, Public Bodies and other Entities Authorized by the *Code of Virginia* § 2.2-1120(D), entitled “Definitions” of the Virginia Public Procurement Act (VPPA) as amended, and hereinafter referred to as “Authorized Users.”

The intent of the Commonwealth is to award a single Contract for all requirements; however, it reserves the right to make multiple awards, depending upon the capabilities and benefits described in Offerors’ proposal, and such decision shall be based upon the sole and exclusive judgment of the Commonwealth, as it deems necessary.

The initial Contract term for any resulting Contract(s) shall be for a period of two (2) years and have four (4) additional successive one (1) year renewal options, which would be exercised at the discretion of the Commonwealth.

Given the potential scope of Services, which is contemplated to be extended by the DGS/OFMS for the use by all state and local government entities in the Commonwealth, DGS/OFMS seeks to leverage this considerable potential volume in order to secure the best possible competitive pricing structure and optimized business processes available, based on the economies of scale involved and the aggregate market volume that this represents.

Therefore, the Commonwealth expects that any Offeror’s pricing obtained through this process to be far more aggressive than any agency, institution or municipality, individually or cooperatively, may currently have with your firm.

As it is within the Commonwealth’s discretion to enter into negotiations with only a very limited number of Offerors, any proposal submitted should be a) fully complete, b) comprised of leading edge business processes and practices, and c) consist of extremely aggressive pricing.

**The cumulative sales totals for the current contract over a seven (7) year period are estimated at \$11,000,000.00 for the services provided to the Commonwealth of Virginia, excluding personal use discounts.**

## II. STATEMENT OF NEEDS

Contractor shall provide vehicle rentals, and all related services relating to the centralized management and usage of such Services, and; include all passenger-type or other vehicles, vans, and trucks, as required by the Commonwealth, denoted herein. DGS seeks proposals from qualified firms to provide these services as a “turnkey” solution, in close coordination with DGS/OFMS.

Contractor shall provide:

- A. General Service Requirements:** The Offeror shall be capable of furnishing services as follows:

**1. Conduct of Offeror's Personnel**

The Offeror shall provide in writing, the names of a primary and secondary contact to include telephone numbers, cell phone numbers, emergency phone numbers, and email addresses. These contacts shall be the Offeror's individuals authorized to handle complaint calls and inquiries about other problems as they may occur. These contact personnel shall be capable of authorizing immediate action when warranted. The names and information for the primary and/or secondary contacts may be changed at any time with prior written notification to the DGS Contracting Officer.

Any unauthorized release of proprietary information by the Offeror or Offeror's employees shall constitute a breach of this Agreement.

The Offeror's employees shall exhibit professional conduct at all times and shall demonstrate a high level of customer service.

The Offeror shall be responsible for controlling employee conduct, assuring that its employees and representatives professional, courteous manner, and assuring that they are not engaging in any criminal activity. The Offeror hereby warrants and certifies that all services shall be performed in a first-class skillful manner.

Offeror's employees shall be capable of communicating and comprehending the English language (both verbally and in writing) to Full Professional Proficiency (as defined by Interagency Language Roundtable "ILR" Level 4 standards), and as demonstrated by the ability to use English fluently and accurately at all levels pertinent to professional and Contract needs, with the ability to be completely, fully, and easily understood by the end-user.

**2. Conduct of Commonwealth of Virginia (CoVA) and Authorized User Personnel**

CoVA personnel and Authorized Users shall exhibit professional conduct at all times. Offeror shall immediately notify the Contracting Officer in instances where non-professional conduct is exhibited. This includes, but is not limited to, verbal abuse, intentional damage to or misuse of vehicle, sexual harassment, etc. CoVA personnel or Authorized User may lose vehicle rental privileges at the sole discretion of the DPS Director or designee, if requested by the Offeror. Offeror's request must be submitted in writing and received within 24-hours (or one (1) business day) of incident.

**3. Insurance**

- a. The Offeror will maintain in force, at its sole cost, insurance coverage which will indemnify, hold harmless and otherwise protect the Commonwealth of Virginia and its officers, agents and employees, against liability for personal injury, death, and property arising from the use of the vehicles.
- b. The Offeror shall furnish to the Department of General Services evidence of insurance in the amount of not less than \$1,000,000 per occurrence for bodily injury and property damage combined.



- c. Notwithstanding the provisions of any Offeror vehicle rental agreement executed by an Authorized Driver, the Offeror shall assume and bear the entire risk of loss of, or damage to, the rented vehicles (including the costs of towing, administrative costs, loss of use and replacement), from any and every cause whatsoever except where the loss or damage is caused by one (1) of the following:
  - i. Willful or wanton misconduct on the part of the driver. Willful or wanton misconduct is conduct which is committed with an intentional or reckless disregard for the safety of others or with an intentional disregard of a duty necessary to the safety of another's property.
  - ii. Obtaining the vehicle through fraud or misrepresentation.
  - iii. Operation of the vehicle by a driver who contributed to the vehicle damage while such person was (and has been adjudged by the courts to have been) under the influence of alcohol or other drug(s) as defined in Policy Number 1.05 of the Commonwealth of Virginia's Department of Human Resource Management Policies and Procedures Manual.
  - iv. Use of the vehicle for any intentionally illegal purpose.
  - v. Use or permitting the vehicle to carry unauthorized passengers or property for hire.
  - vi. Operation of the vehicle in a test race or contest.
  - vii. Operation of the vehicle by a person other than the Authorized Driver.
  - viii. Operation of the vehicle outside the continental United States except where such use is specifically authorized by the rental agreement.
- d. In the event of an accident, Authorized Drivers will not be responsible for loss or damage to the vehicle except as stated above.

#### **4. Price Guarantee**

The Commonwealth shall be allowed to take advantage of any special offers, sales, promotions or other reduced rates that are offered by the selected Offeror that result in a lower rate to the Commonwealth.

#### **5. Rental Period**

The Offeror shall be capable of providing vehicles during the following time periods:

- a. Half-day: Defined as a consecutive period of four (4) hours or less. Vehicle is picked-up and dropped-off on the same day during normal business hours
- b. Daily: Defined as one (1) consecutive 24-hour time period with a one (1) hour grace period.

- c. Weekly: Defined as seven (7) consecutive 24-hour periods.
- d. Monthly: Defined as thirty (30) consecutive 24-hour periods.
- e. Week-end: Defined as the period beginning at 6:00 p.m. Friday through 12:00 midnight on Sunday.

#### **6. Rental Pick-up/Return**

- a. CoVA employee or Authorized User shall have the option of vehicle delivery to their location or pick-up from the Offeror's location. These services should be provided at no additional charge.
- b. CoVA employee or Authorized User shall have the option of having the vehicle picked up from their location or returned to the Offeror's location. These services should be provided at no additional charge.
- c. CoVA employee or Authorized User should have the option to return vehicles to the Offeror's location after normal business hours without incurring additional charges.
- d. The start time of the rental period shall begin at the time of acceptance by a CoVA employee or Authorized User.
- e. The ending time shall be when the CoVA employee or Authorized User returns the vehicle to the Offeror's location or notifies the Offeror that the vehicle is ready to be picked up.
- f. If a vehicle is returned after the 24-hour period, but within the 25<sup>th</sup> hour, no additional charge shall be assessed. Vehicles returned after the grace period can be assessed an additional fee equivalent to or less than the contract's Half-Day pricing as reflected on the then current Pricing Schedule.
- g. The Commonwealth will require vehicles be available for round trip and one-way travel.
- h. Offeror will be required to provide transportation to and from airports if needed.
- i. Offeror may be required to provide pick-up and/or drop-off service to repair facility.

#### **7. Reservations**

Reservations shall be made via Offeror's on-line reservation system, telephone, fax, or onsite at any Offeror location.

#### **8. Restrictions**

Luxury vehicles and high performance vehicles (sports cars) shall not be offered to CoVA personnel or Authorized Users.

#### **9. Reservation Cancellations**

There will be no charge for a canceled reservation provided the CoVA or Authorized User cancels the reservation prior to the Offeror dispatching a vehicle to their site. In cases where the Offeror receives a reservation cancellation after dispatching a vehicle to the CoVA or Authorized User's site the Offeror may charge a fee equivalent to or less than the contract's Half-Day pricing as reflected on the then current Pricing Schedule.

## **10. Roadside Assistance**

Offeror should be capable of providing emergency roadside assistance around-the-clock, 365 days per year, from any location within the United States. A toll free assistance line shall be provided with each rental agreement.

## **11. Service Locations**

The Offeror should have a sufficient number of service locations in order to service all counties and cities within the Commonwealth of Virginia Districts reflected below:



- a. **Bristol District 1** (includes Bland, Buchanan, Dickerson, Grayson, Lee, Russell, Scott, Smyth, Tazewell, Washington, Wise, and Wythe counties)
- b. **Salem District 2** (includes Bedford, Botetourt, Carroll, Craig, Floyd, Franklin, Giles, Henry, Montgomery, Patrick, Pulaski, and Roanoke counties)
- c. **Lynchburg District 3** (includes Amherst, Appomattox, Buckingham, Campbell, Charlotte, Cumberland, Halifax, Nelson, Pittsylvania, and Prince Edward counties)
- d. **Richmond District 4** (includes Amelia, Brunswick, Charles City, Chesterfield, Dinwiddie, Goochland, Hanover, Henrico, Lunenburg, Mecklenburg, New Kent, Nottoway, Powhatan, and Prince George counties)
- e. **Hampton Roads 5** (includes Accomack, Greensville, Isle of Wight, James City, Northampton, Southampton, Surry, Sussex and York counties and the cities of Chesapeake, Emporia, Franklin, Hampton, Newport News, Norfolk, Poquoson, Portsmouth, Suffolk, Virginia Beach, and Williamsburg)
- f. **Fredericksburg District 6** (includes Caroline, Essex, Gloucester, King & Queen, King George, King William, Lancaster, Mathews, Middlesex, Northumberland, Richmond, Spotsylvania, Stafford, and Westmoreland counties)

- g. **Culpeper District 7** (includes Albemarle, Culpeper, Fauquier, Fluvanna, Greene, Louisa, Madison, Orange, and Rappahannock counties)
- h. **Staunton District 8** (includes Alleghany, Augusta, Bath, Clarke, Frederick, Highland, Page, Rockbridge, Rockingham, Shenandoah, and Warren counties)
- i. **Northern Virginia District 9** (includes Arlington, Fairfax, Loudoun, and Prince William counties.)

## **12. Upgrades**

Whenever the vehicle class requested is not available an upgrade shall be provided at no additional cost. Upgrades to luxury or sport class vehicles shall not be allowed.

## **13. Vehicle Acceptance**

All vehicles shall be given a thorough inspection and walk around noting its operating condition and body or other damage before being accepted by the Commonwealth or Authorized User.

## **14. Web Site Functionality**

### **a. Reservation Purposes**

Offeror shall make available an intuitive and user-friendly web site for the Commonwealth's agencies and employees to place vehicle rental reservations. The Offeror shall host and maintain the web site at no expense to the Commonwealth for the term of this agreement.

### **b. Reporting Purposes**

The Commonwealth's rental information shall be stored by the Offeror in a database which will allow the Commonwealth to generate reports through the Offeror's website. This information will be stored and separated by using agency. At a minimum, these reports should indicate: dates of rentals, name of traveler, name of agency, invoice numbers, mileage, make and model of rental and rental charges.

## **B. Safety Requirements**

Vehicles must conform to all Federal and State Safety Standards and Regulations, including but not limited to those published by the United States' Department of Transportation's National Highway Traffic Safety Administration and the Commonwealth of Virginia's Department of Motor Vehicles' Board of Transportation Safety.

## **C. Vehicle Requirements**

### **1. Americans with Disabilities Act (ADA)**

Offerors should be able to comply with ADA or the specific requirements of the traveler. The selected Offeror may also be required to provide mobility-impaired features and

controls including but not limited to, hand controls, spinner knobs and pedal extenders, at no additional charge.

## **2. Classifications**

In addition to the specifications listed below all vehicles shall feature factory installed air conditioning, power steering, power brakes with anti-lock braking system (ABS), automatic transmission, and driver side air bag. Offeror shall provide examples of the vehicles provided within each class described below:

- a. Economy: 2/4-passenger seating
- b. Compact: 5-passenger seating, 4-cylinder or better performance, and four (4) doors
- c. Intermediate: 5-passenger seating
- d. Standard: 4/5-passenger seating
- e. Full Size: 4/5-passenger seating
- f. Mini-Van: 7-passenger seating, 6-cylinder or better performance, and dual airbags. Cruise control and rear wipers are preferred.
- g. Intermediate Sports Utility Vehicle: 5-passenger seating
- h. Standard SUV: 5-passenger seating
- i. Passenger Van: 12/15-passenger seating, 8-cylinder performance, and dual airbags.
- j. Cargo Van: Minimum cargo payload of 2,000 pounds, minimum 8' cargo bed, door opening to be at least 48" wide and 48" high.
- k. Box Truck, 15-16'
- l. Box Truck, 24'
- m. Box Truck, 26'
- n. Cutaway Truck
- o. Stakebed Truck, 20-24'
- p. Compact Pickup Truck
- q. Full Size Pickup Truck
- r. Other vehicle styles and models may be added. (Note: Luxury vehicles and high performance vehicles (sports cars) shall not be within the scope of any Contract(s) resulting from this solicitation.)

**3. Higher Miles-Per-Gallon (MPG) and Hybrid Vehicles Preferred**

The Offeror shall make first available those cars that get higher MPG including hybrid vehicles.

**4. Fuel Requirement**

All Vehicles provided should have a full tank of fuel at the pick up.

**5. Model Year**

Vehicle offered should be either a current or previous year's production model.

**6. Vehicle Defects**

Any mechanical, electrical or other malfunction which occurs as a result of ordinary wear and tear or manufacturer's defect shall be repaired by or at the expense of the selected Offeror.

**7. Vehicle Mileage**

The vehicle odometer should reflect no more than 30,000 original miles at the time of delivery.

### **III. PROPOSAL PREPARATION AND SUBMISSION INSTRUCTIONS**

**A. General Proposal Information**

**1. Proposal Submission Requirements**

RFP # 415 is a request for a sealed proposal; therefore, proposals submitted via e-mail or fax WILL NOT be accepted. Sealed proposals will be received until the closing date and time provided in the solicitation. Any proposal received after the closing date and time specified in the solicitation will not be considered and will be date and time stamped, marked "late" and retained unopened in the procurement file.

Prior to the due date, Offerors should:

- Check the status of the solicitation on eVA (Bid Now Solicitations, Quick Quote & Awards) at [www.eva.virginia.gov](http://www.eva.virginia.gov) for any updates, changes, amendments, etc.;
- Look at the "Reminders" section of the solicitation; and
- Complete all attachments, amendments, exhibits, product information, etc. and attach electronically to the Offeror's electronic submission or paper submission per the instructions below.

Offerors are solely responsible for reviewing, complying, and returning a complete and responsive proposal. Failure to submit any of the required information may

result in a lower score for such proposal. Changes to the RFP's forms or formats are prohibited except where clearly instructed and permitted.

**a) Electronic Submission**

Electronic proposal submission with required documents attached is preferred. In order to submit an electronic proposal, the Offeror must be registered in eVA. To submit an electronic proposal:

- i. Go to [www.eva.virginia.gov](http://www.eva.virginia.gov);
- ii. Type 415 into the Search box;
- iii. Click on "View Opportunity";
- iv. Click the "Respond Online"; and
- v. Sign in to submit a proposal electronically.

**b) Sealed Proposal Paper Submission**

In order to submit a paper proposal, the Offeror must be registered in eVA. To submit a paper proposal response:

- i. Go to [www.eva.virginia.gov](http://www.eva.virginia.gov);
- ii. Type 415 into the Search box;
- iii. Click on "View Opportunity"
- iv. Click on "Print";
- v. Click on "Paper Response Form";
- vi. Follow the Paper Response Instructions completely; and
- vii. Return the completed and signed response with required documents and materials as described in the solicitation in a sealed envelope.

Proposals must be submitted before the closing date and time.

**2. Identification of Sealed Proposal Envelope for Paper Responses**

When submitting a paper proposal response, Offerors must return the completed and signed response in a sealed envelope identified as shown below. If the proposal is not submitted as shown, Offeror risks that the envelope may be inadvertently opened and the information compromised which may cause the proposal to be disqualified. No other unrequested correspondence or other proposals should be placed in the envelope.

|  |                         |
|--|-------------------------|
| OFFEROR NAME   | POSTAGE                 |
| STREET OR BOX NUMBER   |                         |
| CITY, STATE, ZIP CODE  |                         |
| DGS/DIVISION OF PURCHASES AND SUPPLY<br>SEE ITEM 3 FOR PROPOSAL SUBMISSION ADDRESS<br>INSTRUCTIONS |                         |
| RFP #:   | 415                     |
| CLOSING DATE:  | As noted on cover page  |
| CLOSING TIME:  | As noted on cover page  |
| RFP TITLE:   | Vehicle Rental Services |
| eVA ID#  |                         |

### 3. Proposal Submission Address Instructions

- a) Express Delivery Service: Offerors should submit the proposal to the Commonwealth of Virginia, Department of General Services, Division of Purchases and Supply, 6th Floor Receptionist/Bid Receiving, 1111 East Broad Street, Richmond, VA 23219. Offerors should allow ample time for delivery.
- b) Hand-Delivered Proposals: Offerors should deliver their proposal to the Commonwealth of Virginia, Department of General Services, Division of Purchases and Supply, 6th Floor Receptionist/Bid Receiving, 1111 East Broad Street, Richmond, VA 23219. Offerors must allow ample time for parking, walking to the building, and security screening procedures. All visitors are required to enter the Patrick Henry Building through the Darden Garden entrance facing the State Capitol (not the Broad Street entrance). When entering the Patrick Henry Building, visitors will be required to:
  - i. Present a valid and current picture ID;
  - ii. Pass through metal detectors / security wands;
  - iii. Permit all bags/packages to be searched by Capitol Police or security personnel;
  - iv. Sign in at Security Desk; and
  - v. Take elevator to the 6th floor and submit the proposal to the receptionist.
- c) U.S. Postal Service: Offerors should mail the proposal to the Commonwealth of Virginia, Department of General Services, Division of Purchases and Supply, 1111 East Broad Street, Richmond, VA 23219. Offeror must allow ample time for the mailing envelope to be processed through the Commonwealth's Mail Security Processing System prior to delivery to Bid Receiving.

### B. Proposal Requirements

Direct contact with agency staff, representatives, and/or agents other than the Procurement Officer or his designee on the subject of this RFP or any subject related to this RFP is expressly prohibited except with the prior written permission of the Contracting Officer.

Any revisions to the solicitation will be made only by addendum issued by the Contracting Officer and will be posted on the state procurement website at [www.eva.virginia.gov](http://www.eva.virginia.gov). No other notification will be made.

It is the Offeror's responsibility to assure that proposal packages are received by the time and date indicated at the appropriate location. Proposals submitted elsewhere, including to other state or federal agencies, will not be accepted. **The envelope shall be date and time stamped, marked "late" and retained in the procurement file unopened.** Proposals will not be accepted by facsimile transmission or by electronic mail. The Offeror shall make no other distribution of the proposal.

In order to be considered for selection, Offerors should submit a complete response to this RFP. There must be:

- i. One (1) original copy so marked; the original copy must contain:
  - a. an ink signature;



- b. a complete copy of the solicitation
  - c. all addenda issued with an ink signature
  - d. all attachments and any attachment requiring a signature must be an ink signature
- ii. Four (4) hard copies of each proposal
- iii. One (1) electronic copies (flash drive) of each proposal must be submitted to the issuing agency shown on the cover page by the due date and time.
- iv. If the proposal contains proprietary information, submit one (1) copy that DOES NOT contain the proprietary information, and mark it as a REDACTED copy. Offeror shall also provide one (1) electronic version of the REDACTED copy.

## 1. Proposal Preparation

Proposal submitted in response to this solicitation shall meet standards of professional writing established for the type of report or written material provided, should be thoroughly researched for accuracy of content, should be grammatically correct and not contain spelling errors and should be submitted in a format outlined herein. Whenever possible, proposals submitted in response to this solicitation should comply with the following guidelines:

An authorized representative of the Offeror must sign any submitted proposal. All required information should be submitted. If an Offeror fails to submit all information requested, the Contract Officer may require prompt submission of missing information after the receipt of proposal. **Failure to submit all required information may result in a lowered evaluation score of the proposal.** Mandatory requirements are those required by law or regulation or are such that they cannot be waived and are not subject to negotiation.

Proposals should be prepared simply and economically, providing a straightforward, concise description of capabilities to satisfy the requirements of the RFP. The Offeror is responsible for all costs of proposal preparation. The Commonwealth of Virginia is not liable for any costs incurred in preparing a response to the RFP. Emphasis should be placed on completeness and clarity of content.

Proposals should be organized in the order in which the requirements are presented in the RFP. The proposal should contain a table of contents which cross-references the RFP requirements, and all pages shall be numbered. Emphasis should be placed on completeness and clarity of content. Information which the Offeror desires to present that does not fall within any of the requirements of the RFP should be inserted at an appropriate place or be attached at the end of the proposal and designated as additional material. Proposals that are not organized in this manner risk elimination from consideration if the evaluators are unable to find where the RFP requirements are specifically addressed.

Other proposal format requirements include:

- a. The entire proposal response should be **limited to 80 typed pages front and back** (excluding the complete RFP) signed and filled out as required. The entire

RFP, with signature page, must be included in the ORIGINAL proposal and the ELECTRONIC copy of the proposal. Additional copies must include the signed cover page, but need not include the remainder of the original RFP. See Section IV, entitled "Proposal Preparation and Submission Instructions," Item B, entitled "Specific Proposal Submission Instructions" for submittal requirements.

- b. No font smaller than 12 point.
- c. 8½ x 11 inch page size (larger pages are allowed for figures or tables, but they should be folded into the overall proposal and used sparingly.)
- d. All pages must be numbered.
- e. As used in this RFP, the terms "must", "shall", "should" and "may" identify the criticality of requirements. "Must" and "shall" identify requirements whose absence will have a major negative impact on the suitability of the proposed solution. Items labeled as "should" or "may" are highly desirable, although their absence will not have a large impact and would be useful, but are not necessary. Depending on the overall response to the RFP, some individual "must" and "shall" items may not be fully satisfied, but it is the intent to satisfy most, if not all, "must" and "shall" requirements. The inability of an Offeror to satisfy a "must" or "shall" requirement does not automatically remove that Offeror from consideration; however, it may seriously affect the overall rating of the Offeror's proposal.
- f. Numbered tabs and dividers are required for each of the sections listed and in the order below:

**TAB I:** RFP cover page, any signed addenda and completed Attachments A, B, C and D

**TAB II:** Introduction of Offeror

**TAB III:** Experience in providing similar service

**TAB IV:** Approach and Capacity

**TAB V:** Pricing

Each copy of the proposal should be bound (not with a rubber band or binder clip only) or contained in a single volume where practical. All documentation submitted with the proposal should be contained in that single volume. When using a three-ring binder, be sure that the binder is large enough to contain the entire document.

## **2. Proprietary Information**

All executables, user data, materials, meeting minutes, progress reports and documentation shall be submitted to DPS and shall belong exclusively to DPS, and shall be subject to public inspection in accordance with the *Virginia Freedom of Information Act*. Trade secrets or proprietary information submitted by an Offeror shall not be subject to public disclosure under the *Virginia Freedom of Information Act* provided the Offeror invokes the protections of Section 2.2-4342F of the *Virginia Public Procurement Act* which provides that:

“Trade secrets or proprietary information submitted by an Offeror, or subsequently the Offeror, in connection with a procurement transaction, shall not be subject to public disclosure under the *Virginia Freedom of Information Act*. However, the Offeror must invoke the protection of this Section prior to, or upon submission of the data or other materials. The Offeror must identify the data or other materials to be protected and justify in writing the explicit reasons that such protection is necessary. Failure to mark the data or other materials as proprietary or otherwise classified, will result in the data or other materials being released to Offerors or to the public as provided in the *Virginia Freedom of Information Act*.”

***The classification of the entire proposal document, line item prices, and/or total proposal prices as proprietary or trade secrets is not acceptable.***

### **3. Oral Presentation**

Offerors who submit proposals in response to this RFP may be required to present an oral presentation of their proposal to the Proposal Evaluation Team. An oral presentation may provide an opportunity for the Offeror to clarify or elaborate on their proposal submittal. If held, the Contracting Officer will schedule the time and location of these presentations. If the Offeror is selected to give an oral presentation, such Offeror may be requested to provide additional copies of their proposal at that time.

Oral presentations are an option of the Proposal Evaluation Team and may or may not, be conducted. Therefore, proposals must be complete.

## **B. Specific Proposal Submission Instructions**

Proposals should be as thorough and detailed as possible so that the Proposal Evaluation Team can properly evaluate the Offeror’s capabilities to provide the required services. Offerors are strongly advised to provide a model for the Commonwealth’s evaluation purposes that represents their solution to all requirements depicted in the RFP, and which is complete, comprehensive, simple and easy to understand. Offerors are required to submit the following items, separated by tabs within the proposal and in sequential order corresponding to the related sections of this RFP:

### **TAB I: RFP cover page, any signed addenda and completed Attachments A, B, C, D, E and F**

Offeror shall complete the cover page of the RFP, sign, and submit with their proposal. Attachments A, B, C and D of this RFP shall be completed and signed as necessary and submitted as part of the proposal. The order of documents should be organized as listed below:

- Completed and Signed RFP Cover Page
- Attachment B – Completed Vendor Data Sheet
- Attachment C – Completed State Corporation Commission Form
- Attachment D – Completed Small Business Subcontracting Plan
- Attachment E – Completed Exceptions to RFP
- Attachment F – Completed Proprietary Information Identification
- Signed Addenda, if any
- Certificate(s) of Insurance

**TAB II: Introduction of Offeror**

Offeror's proposal shall contain an executive summary that summarizes its overall capabilities and approaches for accomplishing the services specified herein. This summary shall also identify anticipated challenges and/or barriers to completion, cost saving opportunities and other creative approaches. Offeror shall provide, at a minimum, a brief history of the firm's history, growth, length of time in business, and number and location of employees.

**TAB III: Experience in providing similar service**

Offeror must demonstrate that they have the expertise, experience, personnel and resources necessary to meet the requirements of the work. The Offeror is advised to submit any information which documents successful and reliable experience to meet the needs of the Commonwealth of Virginia. A concise, but thorough, description of relevant experience for each individual of the proposed project team is desired. Not doing so may result in rejection or a lower score on your proposal. Such information must include, but is not limited to:

- At least three (3) examples of national and/or public entity client work on similar projects implemented within the last three years. Examples shall also reveal how the Offeror applied core brand and visual identity(s) to a broad number of vehicle rental service plans.
- Provide favorable and relevant Reference Letters from three current and three former clients within last three years. The Commonwealth of Virginia will verify the reference letters of the top Offeror prior to award. Please provide an email address for person listed on Reference Letter for verification purposes.
- Any current or outstanding cases brought against the company by clients within the past five years. If NOT applicable, then state so in your proposal. If applicable, failure to supply this information may result in rejection of your proposal upon verification.
- Percentage of overall business that is tourism related.
- Brief overview of services and capabilities.
- Awards/accolades and special certifications.
- Verification of stated qualifications should be provided with the Offeror's response.

**TAB IV: Approach and Capacity**

Offeror shall prepare a written narrative statement that includes the Offeror's understanding of the work to be performed under the contract, and the Offeror's understanding of needs of this contract and include a map demonstrating site locations pertaining to the districts outlined in Section II, entitled "Statement of Needs", Paragraph A, entitled "General Service Requirements", Subparagraph 11, entitled "Service Locations". Offeror shall demonstrate their understanding of the Commonwealth of Virginia business needs and briefly describe their knowledge and understanding of the vehicle rental services as it pertains to servicing the Commonwealth of Virginia. Cite current examples of vehicle rental service for national clients within three (3) years.

Approach and Methodology:

- Offeror shall detail its understanding of the Statement of Needs of the project, its technical requirements, and the proposed methodology for delivery of services. Describe in narrative form, the approach/philosophy for providing services to the Commonwealth of Virginia. Clearly explain all the steps involved in performing the work in the length of time provided. Any information and data that the Offeror will require from the Commonwealth of Virginia must be identified in this section.
- Briefly describe your knowledge and understanding of the Commonwealth of Virginia and how a vehicle rental service plan will support the Commonwealth's vehicle rental needs. Cite select examples within the last three years that articulate vehicle rental service opportunities that were provided to the Commonwealth of Virginia.
- What key areas of focus would you recommend for positioning the Commonwealth of Virginia through a vehicle rental service strategy?
- How will you maintain strategic direction and manage aggressive, proactive vehicle rental service elements for the Commonwealth of Virginia in order to build and sustain the Commonwealth of Virginia for greatest success?
- What is the method by which you measure the results and success? Please provide examples.
- Key resources applicable to the work described in this RFP; i.e., work completed in house versus out sourced.
- Describe, in detail, the reporting feature mentioned in Section II, entitled "Statement of Needs", Subsection A, entitled "General Service Requirements", Paragraph 14, entitled "Website Functionality", Subparagraph b, entitled "Reporting Purposes". Provide complete information explaining what this feature looks like and what the storage and output method include and provide. In addition, provide a sample of the report that is generated through this feature.
- Describe in detail the method of communication used between service locations to establish and share contract information standards and requirements.

Capacity:

- Offeror must demonstrate that its staff size and current workload will not interfere with its capabilities to meet the requirements of the work.
- Provide primary proposed team to which will manage the account with responsibilities and contact information, including senior members.
- Provide management and/or key personnel biographies or resumes
- Provide credentials or resumes of key subcontractors.
- Provide organizational chart which describes the division of responsibilities among the members of the team.

**TAB V: Pricing**

Offeror shall submit itemized pricing in the pricing schedule provided in Attachment A. Any deviations in format of the pricing schedule may result in the rejection of Offeror's proposal.

The Commonwealth will allow a response to include a nationwide price schedule beyond the Commonwealth internal pricing schedule. This can be included in the proposal presented by an Offeror. This will not, however, be part of the evaluation as it pertains to the price portion of the evaluation criteria.

#### IV.EVALUATION AND AWARD CRITERIA

- A. Upon receipt of the proposals, the Commonwealth of Virginia will evaluate all materials submitted by responding firms and rank the proposals using the following 100-point scale:

| Criterion                               | Points |
|---|--------|
| Experience in Providing Similar Service | 30     |
| Approach and Capacity                   | 30     |
| Small Business Subcontracting Plan      | 20     |
| Price                                   | 20     |
| TOTAL                                   | 100    |

The Commonwealth of Virginia reserves the right to reject any or all proposals received. Non-acceptance of a proposal means that one or more others were deemed more advantageous to the Commonwealth of Virginia or that all proposals were rejected.

Pricing Proposal Evaluation Method (Ratio Calculation): The lowest price shall be scored the maximum number of evaluation points per line item for the price criteria. The lowest price is then divided by each Offeror's proposed price and the result is multiplied by the points assigned for the line item price (2).

The point computation formula for each line item is:

Lowest Pricing Proposal = % Factor X 2 points = Points Value Assigned  
Offeror's Pricing Proposal.

The following vehicles will be evaluated from Table A and Table B of Attachment A.

Compact  
Standard  
SUV, Standard  
Truck, Full Size  
Van, Passenger

The point value totals for with and without will not exceed 20 points.

- B. Selection shall be made of two or more Offerors deemed to be fully qualified and best suited among those submitting proposals on the basis of the evaluation factors included in the Request for Proposals, including price, if so stated in the Request for Proposals. Negotiations shall be conducted with the Offerors so selected. Price shall be considered, but need not be the sole determining factor. After negotiations have been conducted with each Offeror so selected, the agency shall select the Offeror which, in its opinion, has made the best proposal, and shall award the contract to that Offeror. The Commonwealth reserves the right to make multiple awards as a result of this solicitation. The

Commonwealth may cancel this Request for Proposals or reject proposals at any time prior to an award, and is not required to furnish a statement of the reasons why a particular proposal was not deemed to be the most advantageous (Code of Virginia, § 2.2-4359D). Should the Commonwealth determine in writing and in its sole discretion that only one Offeror is fully qualified, or that one Offeror is clearly more highly qualified than the others under consideration, a contract may be negotiated and awarded to that Offeror. The award document will be a contract incorporating by reference all the requirements, terms and conditions of the solicitation and the Offeror's proposal as negotiated.

## V. REPORTING AND PAYMENT INSTRUCTIONS

During the term of any contract resulting from this solicitation, or any renewal thereof, the Offeror agrees that the following reports shall be submitted to the Agency. Failure to comply with reporting and payment requirements of this section may result in payment(s) being withheld until compliance with the plan is received and confirmed. The Agency reserves the right to pursue other appropriate remedies to include, but not be limited to, termination for default. Reference Section IX, entitled "Special Terms and Conditions," provision entitled "Cancellation of Contract."

Reports include, but are not limited to, the following:

### A. Utilization of Small Businesses and Businesses Owned by Women and Minorities

Offeror shall provide a quarterly report on the involvement of small businesses and businesses owned by women and minorities. This report will specify actual dollars expended year to date, by month, with such businesses on this contract. This information shall be provided separately for small businesses, women-owned businesses and minority-owned businesses, as delineated herein under the section entitled "Small Business Subcontracting and Evidence of Compliance."

The following information shall be provided in an electronic spreadsheet format as follows:

| <b>Firm Name &amp; Phone Number</b> | <b>SWaM Cert. #</b> | <b>SWaM * Type</b> | <b>T.I.N.</b> | <b>NIGP Code and Description of Services</b> | <b>Amount (\$)</b>  |
|-------------------------------------|---------------------|--------------------|---------------|--|---------------------|
| Example:                            |                     |                    |               |  |                     |
| ABC Company, Inc.<br>(123) 456-7890 | 123456              | SW                 | 12-3456789    | 96239 Hauling Services                       | \$123,456.78        |
| <b>TOTAL</b>                        |                     |                    |               |  | <b>\$123,456.78</b> |

\*Small (Small), Woman-owned (W), Minority-owned (M) or DSBSD Service Disabled Veteran-Owned or combination (i.e., SW, SM, etc.)

This report shall be submitted in electronic spreadsheet format via email to [Angela.Shearn@dgs.virginia.gov](mailto:Angela.Shearn@dgs.virginia.gov) within fifteen (15) days after the end of each quarterly reporting period as defined herein.

## VI. PRE-PROPOSAL CONFERENCE

An optional pre-proposal conference will be held on August 7, 2019 at 1:00 pm by means of teleconference.

Potential Offerors are encouraged to submit any questions pertaining to this RFP **in writing no later than close of business on August 2, 2019**. All questions should be submitted to Angela Shearn via email at [Angela.Shearn@dgs.virginia.gov](mailto:Angela.Shearn@dgs.virginia.gov).

Although participation at this conference is not a prerequisite for submitting a proposal, due to the importance of all Offerors having a clear understanding of the scope of work and requirements of this solicitation, interested Offerors are encouraged to participate.

Interested Offerors attending in-person **should have a copy of the RFP available during the conference**.

**Interested Offerors wishing to participate via teleconference must register with the DPS Contracting Officer, Angela Shearn, via email, at [Angela.Shearn@dgs.virginia.gov](mailto:Angela.Shearn@dgs.virginia.gov) by August 2, 2019.** Registered participants will be provided the telephone number and conference code needed in order to participate.

Any change in this solicitation will be made through an addendum issued by the Contracting Officer and will be posted on the state procurement website at [www.eva.virginia.gov](http://www.eva.virginia.gov). No other notification will be made.

## VII. GENERAL TERMS AND CONDITIONS

General Terms and Conditions have been included electronically for this solicitation and are MANDATORY and will be included in any contract awarded. General Terms and Conditions can be specifically identified as items 1-13 on the electronic solicitation documents under the Terms section.

## VIII. SPECIAL TERMS AND CONDITIONS

Special Terms and Conditions have been included electronically for this solicitation and will be included in any contract awarded. Special Terms and Conditions can be specifically identified as items 14-55 on the electronic solicitation documents under the Terms section.

## IX. ORDERS, INVOICES AND METHOD OF PAYMENT

- A. **Orders:** An "Order" is defined for purposes of this solicitation as any eVA Order, purchase order, or small purchase charge card order. Following award, any order for Services under this agreement will be placed directly with the Offeror by Authorized Users.
- B. **Invoices:** All invoices shall be rendered promptly to DGS or any Authorized User after all Services covered by the invoice have been provided. The Offeror shall invoice monthly in arrears. No invoice may include any cost other than those identified in the Agreement or individual Order referencing this Contract. Invoices shall provide at a minimum:



1. Name of Authorized User (ordering entity)
2. User contact name
3. Type and description of the service
4. Invoice number
5. Invoice date
6. Monthly charges
7. Contract Number, and
8. Purchase Order Number

Offeror shall render invoices for any Authorized User in accordance with the instructions contained in an Order from such Authorized User.

**C. Methods of Payment:**

1. Payment will be made within thirty (30) days of receipt of a valid invoice (45 days for localities) for all goods and/or services provided during the previous month. Offeror shall submit a valid invoice to the invoice address designated in any Order issued by an Authorized User in accordance with the invoice mailing instructions therein.
2. For valid invoices in the amount of \$5,000 or less, or any then-current charge card small dollar usage threshold, Offeror shall accept payment using the Commonwealth of Virginia's Small Purchase Charge Card (SPCC), if the SPCC card is offered for payment. For any amount exceeding \$5,000, or any then-current charge card small dollar usage threshold, Offeror shall accept payment by the Commonwealth's Gold Card, if the Gold Card is offered for payment.
3. Payment may be made by any other duly authorized official payment method or card as mutually agreed upon between any Authorized User and the Offeror.

## **X. PRICING SCHEDULE**

The Commonwealth will evaluate pricing proposals for award purposes based on the pricing provided in Attachment A.

Consideration will also be given to the discount structure and methodology behind providing the Commonwealth with the best discounts and value possible.

## **XI. ATTACHMENTS**

Attachment A – Pricing Schedule  
Attachment B – Vendor Data Sheet  
Attachment C – State Corporation Commission Form  
Attachment D – Small Business Subcontracting Plan  
Attachment E – Exceptions to RFP  
Attachment F – Proprietary Information Identification

## **ATTACHMENT A – PRICING SCHEDULE**

**Instructions to Submit Pricing:** The pricing provided in this Services and Pricing Schedule is for scoring purposes and should reflect the services you have proposed to provide to DGS under this solicitation. The Services and Pricing Schedule shown is the Offeror's pre-negotiated commission and all associated fees for services described in Section III, entitled "Statement of Need." These will be the final rates for negotiation for successful Offeror(s) to use to determine their offer if selected for such negotiations.

Tables A and B will be used for evaluation purposes. Please provide additional response information for Table C and any additional cost for One-Way Travel Charges, Roadside Assistance Protection (RAP), Collision Damage Waiver (CDW), Supplemental Liability Protection (SLP) and Optional Global Positioning System (GPS) Onboard Portable Navigation System, or any other services the Offeror deems pertinent to this solicitation and would wish to be considered during a negotiation process, if applicable.

**CONTINUED ON NEXT PAGE**

**A. Base Rental Fees without Loss Damage Waiver Fee**

| <b>Vehicle Classification</b>       | <b>Seating Capacity</b> | <b>Make/Model</b> | <b>Half Day Rate</b> | <b>Daily Rate</b> | <b>Weekly Rate</b> | <b>Monthly Rate</b> | <b>Weekend Rate</b> |
|-------------------------------------|-------------------------|-------------------|----------------------|-------------------|--------------------|---------------------|---------------------|
| <b>Car:</b>                         |                         |                   |                      |                   |                    |                     |                     |
| Economy                             |                         |                   |                      |                   |                    |                     |                     |
| Compact                             |                         |                   |                      |                   |                    |                     |                     |
| Intermediate                        |                         |                   |                      |                   |                    |                     |                     |
| Standard                            |                         |                   |                      |                   |                    |                     |                     |
| Full Size                           |                         |                   |                      |                   |                    |                     |                     |
| <b>Sport Utility Vehicle (SUV):</b> |                         |                   |                      |                   |                    |                     |                     |
| SUV, Intermediate                   |                         |                   |                      |                   |                    |                     |                     |
| SUV, Standard                       |                         |                   |                      |                   |                    |                     |                     |
| <b>Truck:</b>                       |                         |                   |                      |                   |                    |                     |                     |
| Truck, Box, 15-16'                  |                         |                   |                      |                   |                    |                     |                     |
| Truck, Box, 24'                     |                         |                   |                      |                   |                    |                     |                     |
| Truck, Box, 26'                     |                         |                   |                      |                   |                    |                     |                     |
| Truck, Compact                      |                         |                   |                      |                   |                    |                     |                     |
| Truck, Cutaway                      |                         |                   |                      |                   |                    |                     |                     |
| Truck, Full Size                    |                         |                   |                      |                   |                    |                     |                     |
| Truck, Stake Bed, 20-24'            |                         |                   |                      |                   |                    |                     |                     |
| <b>Van:</b>                         |                         |                   |                      |                   |                    |                     |                     |
| Van, Cargo                          |                         |                   |                      |                   |                    |                     |                     |
| Van, Mini                           |                         |                   |                      |                   |                    |                     |                     |
| Van, Passenger                      |                         |                   |                      |                   |                    |                     |                     |

## B. Base Rental Fees with Loss Damage Waiver Fee

| Vehicle Classification              | Seating Capacity | Make/Model | Half Day Rate | Daily Rate | Weekly Rate | Monthly Rate | Weekend Rate |
|-------------------------------------|------------------|------------|---------------|------------|-------------|--------------|--------------|
| <b>Car:</b>                         |                  |            |               |            |             |              |              |
| Economy                             |                  |            |               |            |             |              |              |
| Compact                             |                  |            |               |            |             |              |              |
| Intermediate                        |                  |            |               |            |             |              |              |
| Standard                            |                  |            |               |            |             |              |              |
| Full Size                           |                  |            |               |            |             |              |              |
| <b>Sport Utility Vehicle (SUV):</b> |                  |            |               |            |             |              |              |
| SUV, Intermediate                   |                  |            |               |            |             |              |              |
| SUV, Standard                       |                  |            |               |            |             |              |              |
| <b>Truck:</b>                       |                  |            |               |            |             |              |              |
| Truck, Box, 15-16'                  |                  |            |               |            |             |              |              |
| Truck, Box, 24'                     |                  |            |               |            |             |              |              |
| Truck, Box, 26'                     |                  |            |               |            |             |              |              |
| Truck, Compact                      |                  |            |               |            |             |              |              |
| Truck, Cutaway                      |                  |            |               |            |             |              |              |
| Truck, Full Size                    |                  |            |               |            |             |              |              |
| Truck, Stake Bed, 20-24'            |                  |            |               |            |             |              |              |
| <b>Van:</b>                         |                  |            |               |            |             |              |              |
| Van, Cargo                          |                  |            |               |            |             |              |              |
| Van, Mini                           |                  |            |               |            |             |              |              |
| Van, Passenger                      |                  |            |               |            |             |              |              |

## C. Virginia Airport and Fixed Base Operation (FBO) Location Fees

### 1. Virginia Airport Locations:

| Location                       | Access Fees | Concession Recovery Fee | Customer Facility Charge | One Way Charge | Drop Charges |
|--------------------------------|-------------|-------------------------|--------------------------|----------------|--------------|
| Blacksburg Airport             |             |                         |                          |                |              |
| Dulles International Airport   |             |                         |                          |                |              |
| Lynchburg Airport              |             |                         |                          |                |              |
| Newport News Airport           |             |                         |                          |                |              |
| Norfolk International Airport  |             |                         |                          |                |              |
| Reagan National Airport        |             |                         |                          |                |              |
| Richmond International Airport |             |                         |                          |                |              |
| Roanoke Airport                |             |                         |                          |                |              |

### 2. Virginia FBO Locations:

| Location                        | Access Fees | Concession Recovery Fee | Customer Facility Charge | One Way Charge | Drop Charges |
|---------------------------------|-------------|-------------------------|--------------------------|----------------|--------------|
| Crewe Municipal Airport         |             |                         |                          |                |              |
| Aero Industrial Aviation        |             |                         |                          |                |              |
| Airport Authority               |             |                         |                          |                |              |
| Atlantic Aviation               |             |                         |                          |                |              |
| Blue Ridge Airport              |             |                         |                          |                |              |
| Central Virginia Aviation       |             |                         |                          |                |              |
| Culpeper County Reg. Airport    |             |                         |                          |                |              |
| Dominion Aviation               |             |                         |                          |                |              |
| Dulles/Private Airport Hawthorn |             |                         |                          |                |              |
| Executive Air                   |             |                         |                          |                |              |
| Falwell Aviation                |             |                         |                          |                |              |
| Franklin Municipal Airport      |             |                         |                          |                |              |
| Glick Fields Inc.               |             |                         |                          |                |              |

| <b>Location</b>                                | <b>Access Fees</b> | <b>Concession Recovery Fee</b> | <b>Customer Facility Charge</b> | <b>One Way Charge</b> | <b>Drop Charges</b> |
|--|--------------------|--------------------------------|---------------------------------|-----------------------|---------------------|
| Hampton Roads Exec Airport                     |                    |                                |                                 |                       |                     |
| Heart of Virginia Aviation (Farmville/Ashland) |                    |                                |                                 |                       |                     |
| Horizon Aviation                               |                    |                                |                                 |                       |                     |
| Hummel Aviation LLC                            |                    |                                |                                 |                       |                     |
| Landmark Aviation Charlottesville              |                    |                                |                                 |                       |                     |
| Landmark Aviation Roanoke                      |                    |                                |                                 |                       |                     |
| Landmark Aviation/Norfolk                      |                    |                                |                                 |                       |                     |
| Million Air Richmond                           |                    |                                |                                 |                       |                     |
| Mountain Empire Aviation                       |                    |                                |                                 |                       |                     |
| New Kent County                                |                    |                                |                                 |                       |                     |
| New London Airport                             |                    |                                |                                 |                       |                     |
| New River Valley Airport                       |                    |                                |                                 |                       |                     |
| Richmond Jet Center                            |                    |                                |                                 |                       |                     |
| Rick Aviation                                  |                    |                                |                                 |                       |                     |
| Shenandoah Airport                             |                    |                                |                                 |                       |                     |
| Skylark Aviation                               |                    |                                |                                 |                       |                     |
| Suffolk Airport                                |                    |                                |                                 |                       |                     |
| Twin County Airport                            |                    |                                |                                 |                       |                     |
| Virginia Aviation Retail                       |                    |                                |                                 |                       |                     |
| Virginia Highlands Airport                     |                    |                                |                                 |                       |                     |
| Virginia Tech/Montgomery Co. Airport           |                    |                                |                                 |                       |                     |
| West Point Aviation                            |                    |                                |                                 |                       |                     |
| Williamsburg Jamestown Airport                 |                    |                                |                                 |                       |                     |

## ATTACHMENT B-VENDOR DATA SHEET

1. Qualification: The vendor must have the capability and capacity in all respects to satisfy fully all of the contractual requirements.

2. Vendor's Primary Contact:

Name: \_\_\_\_\_ Phone: \_\_\_\_\_ Email: \_\_\_\_\_

3. Years in Business: Indicate the length of time you have been in business providing this type of good or service:

\_\_\_\_\_ Years \_\_\_\_\_ Months

4. eVA Vendor ID or DUNS Number: \_\_\_\_\_

5. Indicate below a listing of at least six (6) current or recent accounts, either commercial or governmental, that your company is servicing, has serviced, or has provided similar goods/services. Include the length of service and the name, address, and telephone number of the point of contact.

A. Company: \_\_\_\_\_ Contact: \_\_\_\_\_

Phone: (\_\_\_\_) \_\_\_\_\_ Email: \_\_\_\_\_

Dates of Service: \_\_\_\_\_ \$ Value: \_\_\_\_\_

B. Company \_\_\_\_\_ Contact: \_\_\_\_\_

Phone: (\_\_\_\_) \_\_\_\_\_ Email: \_\_\_\_\_

Dates of Service: \_\_\_\_\_ \$ Value: \_\_\_\_\_

C. Company: \_\_\_\_\_ Contact: \_\_\_\_\_

Phone: (\_\_\_\_) \_\_\_\_\_ Email: \_\_\_\_\_

Dates of Service: \_\_\_\_\_ \$ Value: \_\_\_\_\_

D. Company: \_\_\_\_\_ Contact: \_\_\_\_\_

Phone: (\_\_\_\_) \_\_\_\_\_ Email: \_\_\_\_\_

Dates of Service: \_\_\_\_\_ \$ Value: \_\_\_\_\_

E. Company: \_\_\_\_\_ Contact: \_\_\_\_\_

Phone:(\_\_\_\_\_) \_\_\_\_\_ Email: \_\_\_\_\_

Dates of Service: \_\_\_\_\_ \$ Value: \_\_\_\_\_

F. Company: \_\_\_\_\_ Contact: \_\_\_\_\_

Phone:(\_\_\_\_\_) \_\_\_\_\_ Email: \_\_\_\_\_

Dates of Service: \_\_\_\_\_ \$ Value: \_\_\_\_\_

I certify the accuracy of this information.

Signed: \_\_\_\_\_ Title: \_\_\_\_\_ Date: \_\_\_\_\_



## ATTACHMENT C-State Corporation Commission Form

### Virginia State Corporation Commission ("SCC") registration information:

#### The undersigned Offeror:

☐ is a corporation or other business entity with the following SCC identification number: \_\_\_\_\_

-OR-

☐ is not a corporation, limited liability company, limited partnership, registered limited liability partnership, or business trust

-OR-

☐ is an out-of-state business entity that does not regularly and continuously maintain as part of its ordinary and customary business any employees, agents, offices, facilities, or inventories in Virginia (not counting any employees or agents in Virginia who merely solicit orders that require acceptance outside Virginia before they become contracts, and not counting any incidental presence of the Offeror in Virginia that is needed in order to assemble, maintain, and repair goods in accordance with the contracts by which such goods were sold and shipped into Virginia from Offeror's out-of-state location)

-OR-

☐ is an out-of-state business entity that is including with this proposal an opinion of legal counsel which accurately and completely discloses the undersigned Offeror's current contacts with Virginia and describes why those contacts do not constitute the transaction of business in Virginia within the meaning of § 13.1-757 or other similar provisions in Titles 13.1 or 50 of the Code of Virginia.

**\*\*NOTE\*\*** >> Check the following box if you have not completed any of the foregoing options but currently have pending before the SCC an application for authority to transact business in the Commonwealth of Virginia and wish to be considered for a waiver to allow you to submit the SCC identification number after the due date for proposals (the Commonwealth reserves the right to determine in its sole discretion whether to allow such waiver): ☐

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Name: \_\_\_\_\_

Print

Title: \_\_\_\_\_

Name of Firm: \_\_\_\_\_

## ATTACHMENT D-SMALL BUSINESS SUBCONTRACTING PLAN

It is the goal of the Commonwealth that over 42% of its purchases be made from small businesses. All potential Offerors are required to return this document with their response.

**Small Business** "Small business (including micro)" means a business which holds a certification as such by the Virginia Department of Small Business and Supplier Diversity (DSBSD) on the due date for proposals. This shall also include DSBSD-certified women- and minority-owned businesses and businesses with DSBSD service disabled veteran-owned status when they also hold a DSBSD certification as a small business on the proposal due date. Currently, DSBSD offers small business certification and micro business designation to firms that qualify.

Certification applications are available through DSBSD online at [www.DSBSD.virginia.gov](http://www.DSBSD.virginia.gov) (Customer Service).

**Offeror Name:** \_\_\_\_\_

**Preparer Name:** \_\_\_\_\_ **Date:** \_\_\_\_\_

### Instructions

- A. If you are certified by the DSBSD as a micro/small business, complete only Section A of this form.
- B. If you are not a DSBSD-certified small business, complete Section B of this form. For the Offeror to receive credit for the small business subcontracting plan evaluation criteria, the Offeror shall identify the portions of the contract that will be subcontracted to DSBSD-certified small businesses for the initial contract period in Section B.

Offerors which are small businesses themselves will receive the maximum available points for the small business participation plan evaluation criterion, and do not have any further subcontracting requirements.

Offerors which are not certified small businesses will be assigned points based on proposed expenditures with DSBSD-certified small businesses for the initial contract period in relation to the Offeror's total price for the initial contract period.

Points will be assigned based on each Offeror's proposed subcontracting expenditures with DSBSD-certified small businesses for the initial contract period as indicated in Section B in relation to the Offeror's total price.

### Section A

If your firm is certified by DSBSD, provide your certification number and the date of certification:

Certification number: \_\_\_\_\_ Certification Date: \_\_\_\_\_

**Section B**

Populate the table below to show your firm's plans for utilization of DSBSD-certified small businesses in the performance of this contract for the initial contract period in relation to the Offeror's total price for the initial contract period. Certified small businesses include but are not limited to DSBSD-certified women-owned, minority-owned businesses and DSBSD service disabled veteran-owned businesses that have also received the DSBSD small business certification. Include plans to utilize small businesses as part of joint ventures, partnerships, subcontractors, suppliers, etc. It is important to note that the proposed participation will be incorporated into the subsequent contract and will be a requirement of the contract. Failure to obtain the proposed participation percentages may result in breach of the contract.

**B. Plans for Utilization of DSBSD-Certified Small Businesses for this Procurement**

| Micro/Small Business Name & Address<br><br>DSBSD Certificate # | Status if Micro/Small Business is also: Women (W), Minority (M), or DSBSD Service Disabled Veteran-Owned | Contact Person, Telephone & Email | Type of Goods and/or Services | Planned Involvement During Initial Period of the Contract | Planned Contract Dollars During Initial Period of the Contract (\$ or %) |
|--|--|-----------------------------------|-------------------------------|---|--|
|  |  |                                   |                               |   |  |
|  |  |                                   |                               |   |  |
|  |  |                                   |                               |   |  |
|  |  |                                   |                               |   |  |
| Totals \$  |  |                                   |                               |   |  |

**ATTACHMENT E**

**COMMONWEALTH OF VIRGINIA  
RFP# 415**

**EXCEPTIONS TO RFP# 415**

Name of Firm/Offeror: \_\_\_\_\_

Unless stated on this form, all Offerors will be considered to have accepted all terms and conditions of the RFP and any amendments as issued without exception. Offerors who wish to propose modifications to the contract provisions must clearly identify the proposed exceptions including the section and page numbers of the RFP, and submit any proposed substitute language; however, the provisions of the RFP cannot be modified without written approval by the DPS Statewide Strategic Sourcing Officer.

| SECTION/TITLE | PAGE<br>NUMBER(S) | PROPOSED SUBSTITUTE LANGUAGE |
|---------------|-------------------|------------------------------|
|               |                   |                              |
|               |                   |                              |
|               |                   |                              |
|               |                   |                              |
|               |                   |                              |
|               |                   |                              |
|               |                   |                              |
|               |                   |                              |
|               |                   |                              |
|               |                   |                              |

**ATTACHMENT F**

**COMMONWEALTH OF VIRGINIA  
RFP# 415**

**PROPRIETARY INFORMATION IDENTIFICATION**

Name of Firm/Offeror: \_\_\_\_\_

Trade secrets or proprietary material submitted by an Offeror shall not be subject to public disclosure under the Virginia Freedom of Information Act; however, the Offeror must invoke the protections of *Code of Virginia* § 2.2-4342F, in writing, either before or at the time the data or other material is submitted. The trade secret or proprietary material submitted in the proposal must be identified by some distinct method such as highlighting or underlining, and must indicate only the specific words, figures, or paragraphs that constitute trade secret or proprietary material. Offeror shall complete and provide the "Proprietary Information Identification" form with a summary of this material in their Proposal response which must specifically identify the data or materials to be protected including the section and page numbers of the proposal in which it is contained, and state the reasons protection is necessary. The classification of an entire Proposal document, line item prices, and/or total Proposal prices as trade secret or proprietary is not acceptable and the Proposal may be rejected.

| SECTION/TITLE | PAGE<br>NUMBER(S) | REASON(S) FOR WITHHOLDING<br>FROM DISCLOSURE |
|---------------|-------------------|--|
|               |                   |  |
|               |                   |  |
|               |                   |  |
|               |                   |  |
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|               |                   |  |
|               |                   |  |
|               |                   |  |
|               |                   |  |

## Solicitation Print

[Return to Solicitation](#) [Send to Printer](#)

**Solicitation 415**Procurement Folder: **81913**Solicitation: **415**Solicitation Type: **Request for Proposals (RFP)**Short Description: **Vehicle Rental Services**Description: **Vehicle Rental Services**

External Solicitation ID:

External Solicitation Version:

External Solicitation Type:

Closing Date: **9/5/2019**Amendment: **1**Status: **Awarded**Issued Date: **8/20/2019**Closing Time: **1:00 PM**Phone: **804-786-5415**Phone: **804-786-5415**Requestor Office: **E194**Preparer Office: **E194**Work Location: **State of Virginia**Created By: **ashearn**Created On: **8/20/2019**Modified By: **ashearn**Modified On: **8/20/2019****Attachments**Attachment Name: **RFP 415\_Vehicle Rental Services.pdf**Description: **RFP #415 Vehicle Rental Services**Attachment Name: **Addenda\_1\_VehicleRentalServicesRFP415.pdf**Description: **Addendum #1****Contact Information**

Angela Shearn

Email: **Angela.shearn@dgs.virginia.gov**Phone: **804-786-5415**Fax: **804-786-0223****Other Events**1: **2019-08-02**

Deadline for registration for Pre-Proposal Conference

2: **2019-08-07**

Pre-Proposal Conference

3: **2019-08-13**

Deadline for submission of Clarification Requests

**Commodity Information**

| Line | Commodity | Description   |
|------|-----------|---|
| 1    | 97514     | Automobiles and Other Passenger Vehicles (Including Emergency Type) Rental or Lease |
| 2    | 97586     | Truck and Van Rental or Lease (Incl. Fire and Garbage Trucks)                       |
| 3    | 97588     | Utility Vehicle Rental or Lease   |

**Terms And Conditions****Section GEN****NOTE**

This public body does not discriminate against faith-based organizations in accordance with the Code of Virginia, section 2.2-4343.1 or against a offeror because of race, religion, color, sex, national origin, age, disability, sexual orientation, gender identity, political affiliation, or veteran status or any other basis prohibited by state law relating to discrimination in employment. Faith-based organizations may request that the issuing agency not include subparagraph 1.e in General Terms and Condition C. Such a request shall be in writing and explain why an exception should be made in that request for proposal.

**ANTI-DISCRIMINATION**

"By submitting their proposals, offerors certify to the Commonwealth that they will conform to the provisions of the Federal Civil Rights Act of 1964, as amended, as well as the Virginia Fair Employment Contracting Act of 1975, as amended, where applicable, the Virginians With Disabilities Act, the Americans With Disabilities Act and section 2.2-4311 of the Virginia Public Procurement Act (VPPA). If the award is made to a faith-based organization, the organization shall not discriminate against any recipient of goods, services, or disbursements made pursuant to the contract on the basis of the recipient's religion, religious belief, refusal to participate in a religious practice, or on the basis of race, age, color, gender or national origin and shall be subject to the same rules as other organizations that contract with public bodies to account for the use of the funds provided; however, if the faith-based organization segregates public funds into separate accounts, only the accounts and programs funded with public funds shall be subject to audit by the public body. (Code of Virginia, section 2.2-4343.1E). In every contract over \$10,000 the provisions in 1. and 2. below apply: 1. During the performance of this contract, the contractor agrees as follows: a. The contractor will not discriminate against any employee or applicant for employment because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment,

except where there is a bona fide occupational qualification reasonably necessary to the normal operation of the contractor. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause. b. The contractor, in all solicitations or advertisements for employees placed by or on behalf of the contractor, will state that such contractor is an equal opportunity employer. c. Notices, advertisements and solicitations placed in accordance with federal law, rule or regulation shall be deemed sufficient for the purpose of meeting the requirements of this section. d. The requirements of these provisions 1. and 2. are a material part of the contract. If the Contractor violates one of these provisions, the Commonwealth may terminate the affected part of this contract for breach, or at its option, the whole contract. Violation of one of these provisions may also result in debarment from State contracting regardless of whether the specific contract is terminated. e. In accordance with Executive Order 61 (2017), a prohibition on discrimination by the contractor, in its employment practices, subcontracting practices, and delivery of goods or services, on the basis of race, sex, color, national origin, religion, sexual orientation, gender identity, age, political affiliation, disability, or veteran status, is hereby incorporated in this contract. 2. The contractor will include the provisions of 1. above in every subcontract or purchase order over \$10,000, so that the provisions will be binding upon each subcontractor or vendor."

#### **ETHICS IN PUBLIC CONTRACTING**

By submitting their proposals, offerors certify that their proposals are made without collusion or fraud and that they have not offered or received any kickbacks or inducements from any other offeror, supplier, manufacturer or subcontractor in connection with their proposal, and that they have not conferred on any public employee having official responsibility for this procurement transaction any payment, loan, subscription, advance, deposit of money, services or anything of more than nominal value, present or promised, unless consideration of substantially equal or greater value was exchanged.

#### **MANDATORY USE OF STATE FORM**

Failure to submit a proposal on the official state form provided for that purpose may be a cause for rejection of the proposal. Modification of or additions to the General Terms and Conditions of the solicitation may be cause for rejection of the proposal; however, the Commonwealth reserves the right to decide, on a case by case basis, in its sole discretion, whether to reject such a proposal.

#### **CLARIFICATION OF TERMS**

If any prospective offeror has questions about the specifications or other solicitation documents, the prospective offeror should contact the buyer whose name appears on the face of the solicitation no later than five working days before the due date. Any revisions to the solicitation will be made only by addendum issued by the buyer.

#### **QUALIFICATIONS OF OFFERORS**

The Commonwealth may make such reasonable investigations as deemed proper and necessary to determine the ability of the offeror to perform the services/furnish the goods and the offeror shall furnish to the Commonwealth all such information and data for this purpose as may be requested. The Commonwealth reserves the right to inspect offeror's physical facilities prior to award to satisfy questions regarding the offeror's capabilities. The Commonwealth further reserves the right to reject any proposal if the evidence submitted by, or investigations of, such offeror fails to satisfy the Commonwealth that such offeror is properly qualified to carry out the obligations of the contract and to provide the services and/or furnish the goods contemplated therein.

#### **USE OF BRAND NAMES**

Unless otherwise provided in this solicitation, the name of a certain brand, make or manufacturer does not restrict offerors to the specific brand, make or manufacturer named, but conveys the general style, type, character, and quality of the article desired. Any article which the public body, in its sole discretion, determines to be the equivalent of that specified, considering quality, workmanship, economy of operation, and suitability for the purpose intended, shall be accepted. The offeror is responsible to clearly and specifically identify the product being offered and to provide sufficient descriptive literature, catalog cuts and technical detail to enable the Commonwealth to determine if the product offered meets the requirements of the solicitation. This is required even if offering the exact brand, make or manufacturer specified. Normally in competitive sealed bidding only the information furnished with the bid will be considered in the evaluation. Failure to furnish adequate data for evaluation purposes may result in declaring a bid nonresponsive. Unless the offeror clearly indicates in its proposal that the product offered is an equivalent product, such proposal will be considered to offer the brand name product referenced in the solicitation.

#### **TRANSPORTATION AND PACKAGING**

By submitting their proposals, all offerors certify and warrant that the price offered for FOB destination includes only the actual freight rate costs at the lowest and best rate and is based upon the actual weight of the goods to be shipped. Except as otherwise specified herein, standard commercial packaging, packing and shipping containers shall be used. All shipping containers shall be legibly marked or labeled on the outside with purchase order number, commodity description, and quantity.

#### **INSURANCE**

By signing and submitting a proposal under this solicitation, the offeror certifies that if awarded the contract, it will have the following insurance coverage at the time the contract is awarded. For construction contracts, if any subcontractors are involved, the subcontractor will have workers' compensation insurance in accordance with §§ 2.2-4332 and 65.2-800 et seq. of the Code of Virginia. The offeror further certifies that the contractor and any subcontractors will maintain these insurance coverage during the entire term of the contract and that all insurance coverage will be provided by insurance companies authorized to sell insurance in Virginia by the Virginia State Corporation Commission. **MINIMUM INSURANCE COVERAGES AND LIMITS:** 1. Workers' Compensation - Statutory requirements and benefits. Coverage is compulsory for employers of three or more employees, to include the employer. Contractors who fail to notify the Commonwealth of increases in the number of employees that change their workers' compensation requirements under the Code of Virginia during the course of the contract shall be in noncompliance with the contract. 2. Employer's Liability - \$100,000. 3. Commercial General Liability - \$1,000,000 per occurrence and \$2,000,000 in the aggregate. Commercial General Liability is to include bodily injury and property damage, personal injury and advertising injury, products and completed operations coverage. The Commonwealth of Virginia shall be added as an additional insured to the policy by an endorsement. 4. Automobile Liability - \$1,000,000 combined single limit. (Required only if a motor vehicle not owned by the Commonwealth is to be used in the contract. Contractor must assure that the required coverage is maintained by the Contractor (or third party owner of such motor vehicle.) Profession/Service Limits Accounting \$1,000,000 per occurrence, \$3,000,000 aggregate Architecture \$2,000,000 per occurrence, \$6,000,000 aggregate Asbestos Design, Inspection or Abatement Contractors \$1,000,000 per occurrence, \$3,000,000 aggregate Health Care Practitioner (to include Dentists, Licensed Dental Hygienists, Optometrists, Registered or Licensed Practical Nurses, Pharmacists, Physicians, Podiatrists, Chiropractors, Physical Therapists, Physical Therapist Assistants, Clinical Psychologists, Clinical Social Workers, Professional Counselors, Hospitals, or Health Maintenance Organizations.) \$2,150,000 per occurrence, \$4,250,000 aggregate (Limits increase each July 1 through fiscal year 2031 per Code of Virginia § 8.01-581.15.) Insurance/Risk Management \$1,000,000 per occurrence, \$3,000,000 aggregate

Landscape/Architecture \$1,000,000 per occurrence, \$1,000,000 aggregate Legal \$1,000,000 per occurrence, \$5,000,000 aggregate Professional Engineer \$2,000,000 per occurrence, \$6,000,000 aggregate Surveying \$1,000,000 per occurrence, \$1,000,000 aggregate

#### **NONDISCRIMINATION**

A offeror shall not be discriminated against in the solicitation or award of this contract because of race, religion, color, sex, national origin, age, disability, faith-based organizational status, any other basis prohibited by state law relating to discrimination in employment or because the offeror employs ex-offenders unless the state agency, department or institution has made a written determination that employing ex-offenders on the specific contract is not in its best interest. If the award of this contract is made to a faith-based organization and an individual, who applies for or receives goods, services, or disbursements provided pursuant to this contract objects to the religious character of the faith-based organization from which the individual receives or would receive the goods, services, or disbursements, the public body shall offer the individual, within a reasonable period of time after the date of his objection, access to equivalent goods, services, or disbursements from an alternative provider.

#### **eVA VENDOR REGISTRATION**

"The eVA Internet electronic procurement solution, web site portal [www.eVA.virginia.gov](http://www.eVA.virginia.gov), streamlines and automates government purchasing activities in the Commonwealth. The eVA portal is the gateway for vendors to conduct business with state agencies and public bodies. All vendors desiring to provide goods and/or services to the Commonwealth shall participate in the eVA Internet e-procurement solution by completing the free eVA Vendor Registration. All offerors must register in eVA and pay the Vendor Transaction Fees specified below; failure to register will result in the proposal being rejected. Vendor transaction fees are determined by the date the original purchase order is issued and the current fees are as follows: a. For orders issued July 1, 2014, and after, the Vendor Transaction Fee is: (i) DSBSD-certified Small Businesses: 1%, capped at \$500 per order. (ii) Businesses that are not DSBSD-certified Small Businesses: 1%, capped at \$1,500 per order. b. Refer to Special Term and Condition "eVA Orders and Contracts" to identify the number of purchase orders that will be issued as a result of this solicitation with the eVA transaction fee specified above assessed for each order. For orders issued prior to July 1, 2014, the vendor transaction fees can be found at [www.eVA.virginia.gov](http://www.eVA.virginia.gov). The specified vendor transaction fee will be invoiced, by the Commonwealth of Virginia Department of General Services, typically within 60 days of the order issue date. Any adjustments (increases/decreases) will be handled through purchase order changes."

#### **SET-ASIDES AWARD PRIORITY**

This solicitation is set-aside for award priority to DSBSD-certified micro businesses or small businesses when designated as "Micro Business Set-Aside Award Priority" or "Small Business Set-Aside Award Priority" accordingly in the solicitation. DSBSD-certified micro businesses or small businesses also includes DSBSD-certified women-owned and minority-owned businesses when they have received the DSBSD small business certification. For purposes of award, offerors shall be deemed micro businesses or small businesses if and only if they are certified as such by DSBSD on the due date for receipt of proposals.

#### **BID PRICE CURRENCY**

Unless stated otherwise in the solicitation, offerors shall state offer prices in US dollars.

#### **Section SPC**

#### **RENEWAL OF CONTRACT**

This Contract may be renewed at the sole discretion of the Commonwealth, for up to four (4) additional one (1) year successive periods under the terms and conditions of the original Contract and upon mutual written agreement between the parties. Written notice of the Commonwealth's intention to renew shall be given approximately ninety (90) days prior to the expiration date of each Contract period, of the Commonwealth's intent to renew the Contract.

#### **PRICE ADJUSTMENTS**

At its sole discretion, the Commonwealth may permit price adjustments only at the time of Contract renewal, and only where verified to the satisfaction of the Contracting Officer. The Contract pricing for any renewal period following the Initial Term shall not exceed the lesser of: a) 3% of the Contract pricing for the prior term, or; b) the Contract pricing for the prior period, increased/decreased by more than the percentage increase/decrease of the United States (US) Department of Labor's (DOL) Bureau of Labor Statistics' (BLS) "Other Services" category of the Consumer Price Index for All Urban Consumers (CPI-U) section of the Consumer Price Index for the latest twelve (12) months for which statistics are available. (<http://stats.bls.gov/news.release/cpi.t03.htm>) Contractor shall give not less than thirty (30) days advance notice of any price increase request, with documentation, to the Contracting Officer. The Contracting Officer will notify the using agencies and Contractor in writing of the effective date of any approved increase. However, the Contractor shall fill all purchase orders received prior to the effective date of the price adjustment at the old Contract prices. "Across the board" price decreases are subject to implementation at any time and shall be immediately conveyed to the Commonwealth and reflected in subsequent invoices. Any such change in price shall be submitted to DGS in writing in accordance with the above and shall not become effective for sixty (60) days thereafter.

#### **AWARD TO MULTIPLE OFFERORS**

Selection shall be made of two (2) or more Offerors deemed to be fully qualified and best suited among those submitting proposals on the basis of the evaluation factors included in the Request for Proposals, including price, if so stated in the Request for Proposals. Negotiations shall be conducted with the offerors so selected. Price shall be considered, but need not be the sole determining factor. After negotiations have been conducted with each Offeror so selected, the agency shall select the Offeror which, in its opinion, has made the best proposal, and shall award the Contract to that Offeror. The Commonwealth may cancel this Request for Proposals or reject proposals at any time prior to an award, and is not required to furnish a statement of the reasons why a particular proposal was not deemed to be the most advantageous (Code of Virginia, § 2.2-4359D). Should the Commonwealth determine in writing and in its sole discretion that only one (1) Offeror is fully qualified, or that one (1) Offeror is clearly more highly qualified than the others under consideration, a Contract may be negotiated and awarded to that Offeror. The award document will be a Contract incorporating by reference all the requirements, terms and conditions of the solicitation and the Contractor's proposal as negotiated.

#### **ACCIDENTS OR REPAIRS**

The Contractor will notify Authorized Drivers that in the event of an accident or if repairs become necessary, the Authorized Driver should immediately notify the Contractor by calling the toll free telephone number, or other telephone number provided by the Contractor, and request a replacement vehicle if necessary and instructions for the disposition of the disabled vehicle. When an accident occurs and the fault is not the Commonwealth's, Contractor will handle any and all insurance claims.

#### **ADDITION/DELETION OF SERVICES**

The Commonwealth reserves the right to add and/or delete items to this Contract as needed during the term of the Contract with written notification provided to the Contractor. Added item(s) shall be of like or similar nature and in the same NIGP commodity code. The



addition shall be with the mutual agreement of the Contractor with pricing proportionally equal to that of similar items on the Contract or better than that given to the Contractor's best customer. No modifications to this contract shall be effective unless it is in writing and signed by the duly authorized representative of both parties. No term or provision hereof shall be deemed waived and no breach excused unless such waiver or consent to breach is in writing.

#### **AUDIT**

The Contractor shall retain all Contractual books, records, and other documents relative to matters under this Contract for five (5) years after final payment, or until audited by the Commonwealth of Virginia, whichever is sooner. The agency, its authorized agents, and/or state auditors shall have full access to and the right to examine any of said materials during said period.

#### **AUTHORIZED DRIVERS**

Employees of the Commonwealth, individuals contracted by the Commonwealth to perform services may rent and operate vehicles under this Agreement when on official business and while acting within the scope of their employment duties.

#### **AUTHORIZED REPRESENTATIVES**

This Contract may be modified in accordance with §2.2-4309 of the Code of Virginia. Such modifications may only be made by the representatives authorized to do so denoted below, or their duly authorized designees. No modifications to this Contract shall be effective unless in writing and signed by the duly authorized representative of both parties. No term or provision hereof shall be deemed waived and no breach excused unless such waiver or consent to breach is in writing. Any Contract issued on a firm fixed price basis may not be increased more than twenty-five percent (25%) or \$50,000, whichever is greater, without the approval of the Governor of the Commonwealth of Virginia or their authorized designee. The provisions of this section shall not limit the amount a party to a public contract may claim or recover against a public body pursuant to § 2.2-4363 (contractual claims) or any other applicable statute or regulation. The unauthorized approval of a modification cannot be the basis of a contractual claim as set forth in § 2.2-4363.

#### **BANKRUPTCY**

If Contractor becomes insolvent, takes any step leading to its cessation as a going concern, fails to pay its debts as they become due, or ceases business operations continuously for longer than fifteen (15) business days, then the Commonwealth may immediately terminate this Contract on notice to Contractor, unless Contractor immediately gives the Commonwealth adequate assurance of the future performance of this Contract or the applicable order. If bankruptcy proceedings are commenced with respect to Contractor, and if this Contract has not otherwise terminated, then the Commonwealth may suspend all further performance of this Contract until Contractor assumes this Contract and provides adequate assurance of performance thereof or rejects this Contract pursuant to Section 365 of the Bankruptcy Code or any similar or successor provision, it being agreed by the Commonwealth and Contractor that this is an executory Contract. Any such suspension of further performance by the Commonwealth pending Contractor's assumption or rejection shall not be a breach of this Contract, and shall not affect the rights of the Commonwealth to pursue or enforce any of its rights under this Contract or otherwise.

#### **BILLING FOR DAMAGES**

Whenever a loss or damage occurs as a result of one of the uncovered incidents listed in Paragraph R of General Terms and Conditions entitled "Insurance", the Contractor will submit its bills for damages directly to the agency employing the Authorized Driver, and not to the Authorized Driver. If the agency denies liability on the basis that the individual renter was not operating the vehicle within the scope of employment at the time of the loss, the Contractor may bill the individual renter directly. Claims for damage to a vehicle will not include amounts for loss of use.

#### **BREACH**

The Contractor shall be deemed in breach of this agreement if the Contractor: 1. Fails to provide any service by the specified delivery date; 2. Repeatedly fails to respond to requests for required service within the time set forth in this Agreement; 3. Fails to comply with any other term of this Agreement and fails to cure such noncompliance within ten (10) days (or such greater period as is acceptable to the Commonwealth) following Contractor's receipt of a Show Cause Notice identifying such noncompliance; or 4. Fails to provide a written response to the Commonwealth Show Cause Notice within ten (10) days after receiving same. The Contractor shall not be in breach of this Agreement if the default was due to causes beyond the reasonable control of, and occurred without any fault or negligence on the part of, both the Contractor and its subcontractors. Such causes may include, but are not restricted to, acts of God or of a public enemy, acts of the Commonwealth in its sovereign or Contractual capacity, fires, floods, epidemics, quarantine restrictions, freight embargoes, and unusually severe weather.

#### **CANCELLATION OF CONTRACT**

The purchasing agency reserves the right to cancel and terminate any resulting contract, in part or in whole, without penalty, upon 60 days written notice to the contractor. In the event the initial contract period is for more than 12 months, the resulting contract may also be terminated by the contractor, without penalty, after the initial 12 months of the contract period upon 60 days written notice to the other party. Any contract cancellation notice shall not relieve the contractor of the obligation to deliver and/or perform on all outstanding orders issued prior to the effective date of cancellation.

#### **COMPETITIVE PRICING**

Contractor warrants and agrees that each of the charges, economic or product terms or warranties granted to the Commonwealth pursuant to this Contract are comparable to or better than the equivalent charge, economic or product term or warranty being offered to any commercial or government customer of Contractor. If Contractor enters into any arrangements with another customer of Contractor or with an Authorized User to provide Services under more favorable prices, as the prices may be indicated on Contractor's current U.S. and International price list or comparable document, then this Contract shall be deemed amended as of the date of such other arrangements to incorporate those more favorable prices, and Contractor shall immediately notify DGS of such change.

#### **CONDITIONS OF PAYMENT**

All Services provided by Contractor pursuant to this Contract shall be performed to the satisfaction of the ordering Agency and in accordance with all applicable federal, state, and local laws, ordinances, rules, and regulations. Contractor shall not receive payment for defective material or work found by the ordering Agency to be unsatisfactory, or performed in violation of federal, state, or local laws, ordinances, rules, or regulations.

#### **CONTINUITY OF SERVICES**

1. The Contractor recognizes that the services under this Contract are vital to the Agency and must be continued without interruption and that, upon contract expiration, a successor, either the Agency or another contractor, may continue them. The Contractor agrees: a. To exercise the best efforts and cooperation to effect an orderly and efficient transition to a successor; b. To make all Agency owned facilities, equipment, and data available to any successor at an appropriate time prior to the expiration of the contract to facilitate transition to

successor; and c. That the Agency Contracting Officer shall have final authority to resolve disputes related to the transition of the contract from the Contractor to its successor. 2. The Contractor shall, upon written notice from the Contract Officer, furnish phase-in/phase-out services for up to ninety (90) days after this Contract expires and shall negotiate in good faith a plan with the successor to execute the phase-in/phase-out services. This plan shall be subject to the Contract Officer's approval. 3. The Contractor shall be reimbursed for all reasonable, pre-approved phase-in/phase-out costs (i.e., costs incurred within the agreed period after contract expiration that result from phase-in, phase-out operations) and a fee (profit) not to exceed a pro rata portion of the fee (profit) under this Contract. All phase-in/phase-out work fees must be approved by the Contract Officer in writing prior to commencement of said work.

#### **CONTRACTOR ACCESS**

Commonwealth shall grant to Contractor personnel such access to the Commonwealth location as may be necessary or appropriate for Contractor to perform its obligations under this Agreement, subject to all security issues. For any individual Commonwealth location, the Contractor may be required to undergo additional security procedures that may include but not be limited to; records verification, submission of photos and or fingerprints, etc. The Contractor may at any time, for any Commonwealth location, be required to undertake the execution and completion for each individual employee, the requirement of the submission of additional forms that the Commonwealth would consider reasonable for security measures. These forms may include the individual employee's agreement that all Commonwealth information that is garnered while at the Commonwealth site is confidential and proprietary. Any unauthorized release of proprietary information by the Contractor or Contractor's employees shall constitute a breach of this Agreement.

#### **CONTRACTUAL DISPUTES**

In accordance with Section 2.2-4363 of the Code of Virginia, Contractual claims, whether from money or other relief, shall be submitted in writing to the purchasing agency no later than 60 days after final payment; however, written notice of the Contractor's intention to file such claim must be given to such agency at the time of the occurrence or beginning of the work upon which the claim is based. Pendency of claims shall not delay payment of amounts agreed due in the final payment. The purchasing agency shall render a final decision in writing within thirty (30) days after its receipt of the Contractor's written claim. The Contractor may not invoke any available administrative procedure under Section 2.2-4365 of the Code of Virginia nor institute legal action prior to receipt of the purchasing agency's decision on the claim, unless that agency fails to render its decision within thirty (30) days. The decision of the purchasing agency shall be final and conclusive unless the Contractor, within six (6) months of the date of the final decision on the claim, invokes appropriate action under Section 2.2-4364, Code of Virginia, or the administrative procedure authorized by Section 2.2-4365, Code of Virginia. The Department of General Services, its officers, agents and employees, including without limitation, the Contracting Officers, are executing this Agreement and any Orders issued hereunder, solely in its or their statutory and regulatory capacities as agent of the Commonwealth agency purchasing and receiving the goods or services in question and need not be joined as a party to any dispute that may arise there under. In the event of any breach by the Commonwealth, Contractor's remedies shall be limited to claims for damages and Prompt Payment Act interest and, if available and warranted, equitable relief, all such claims to be processed pursuant to this Section. In no event shall Contractor's remedies include the right to terminate any license or support services hereunder.

#### **CREDITS**

Any credits due the State under the terms of this Contract may be applied against Contractor's invoices with appropriate information attached to enable validation

#### **DAMAGE LIABILITY**

In the event of an accident, Authorized Drivers will not be responsible for loss or damage to the vehicle except as stated in Special Term and Condition entitled "Loss of or Damage to Vehicle."

#### **DISCOUNTS**

The Contractor shall extend any promotional prices or discounts immediately to the Commonwealth during the term of the contract. Such notice shall also advise the duration of the specific sale or discount price.

#### **EVA ORDERS AND CONTRACTS**

The Contract may result in multiple purchase order(s) if the dollar value of any single reservation totals \$50,000 or more. The applicable eVA transaction fee will be assessed for each order. Vendors desiring to provide goods and/or services to the Commonwealth shall participate in the eVA Internet e-procurement.

#### **E-VERIFY PROGRAM**

Pursuant to Code of Virginia, §2.2-4308.2., any employer with more than an average of 50 employees for the previous 12 months entering into a contract in excess of \$50,000 with any agency of the Commonwealth to perform work or provide services pursuant to such contract shall register and participate in the E-Verify program to verify information and work authorization of its newly hired employees performing work pursuant to such public contract. Any such employer who fails to comply with these provisions shall be debarred from contracting with any agency of the Commonwealth for a period up to one year. Such debarment shall cease upon the employer's registration and participation in the E-Verify program. If requested, the employer shall present a copy of their Maintain Company page from E-Verify to prove that they are enrolled in E-Verify.

#### **EXCLUSIVITY OF TERMS**

No employee or agent of the Commonwealth or Authorized User shall be required to sign or execute any additional contract, license or other agreement containing contractual terms and conditions; excluding the rental contract form as required for receiving a rental car. Any documents signed by persons other than the Director or authorized designee shall have no validity or effect upon the Contract

#### **EXTRA CHARGES NOT ALLOWED**

Proposed pricing shall be for complete delivery ready for the Commonwealth's use, and shall include all delivery charges; extra charges will not be allowed.

#### **FAILURE TO DELIVER**

In the event Contractor fails for any reason to deliver in a timely manner or according to Contract terms the Services or items set forth in the Schedule, then the Commonwealth, at its own discretion, may give Contractor oral or written notice of such breach. Once notice by the State is sent or given, then the State may immediately procure service(s) from another source. In no event shall the State be held to pay Contractor any costs incurred by Contractor, including but not limited to ordering, developing, or delivering the service(s), which are subject of the State's notice of breach. This remedy is in addition to and not in lieu of any other remedy the Commonwealth may have under this agreement and the laws of the Commonwealth of Virginia.

#### **INDEMNIFICATION**

Contractor agrees to indemnify, defend and hold harmless the Commonwealth of Virginia, its officers, agents, and employees from any claims, damages and actions of any kind or nature, whether at law or in equity, arising from or caused by the use of any materials, goods,

or equipment of any kind or nature furnished by the contractor/any services of any kind or nature furnished by the contractor, provided that such liability is not attributable to the sole negligence of the using agency or to failure of the using agency to use the materials, goods, or equipment in the manner already and permanently described by the contractor on the materials, goods or equipment delivered.

#### **LIMITATION OF LIABILITY**

To the maximum extent permitted by applicable law, the Contractor's liability under this contract for loss or damages to government property caused by the use of any defective or deficient product and/or services delivered under this Contract shall not exceed the greater of \$1,000,000 dollars or two (2) times the total amount of the affected order to be paid to the Contractor resulting from a statement of work (SOW) under this contract as of the date of the event or circumstance giving rise to Contractor's liability. The Contractor will not be liable under this contract for any indirect, incidental, special or consequential damages, or damages from loss of profits, revenue, data or use of the supplies, equipment and/or services delivered under this contract. The above limitation of liability is per incident. The limitation and exclusion of damages in the foregoing sentences will not apply, however, to liability arising from: (a) personal injury or death; (b) defect or deficiency caused by willful misconduct or negligence on the part of the contractor; or (c) circumstances where the contract expressly provides a right to damages, indemnification or reimbursement.

#### **LOBBYING AND INTEGRITY**

Offerors are cautioned that communications with individuals other than the Contracting Officer may result in incorrect and/or insufficient information being provided. In addition, the Offeror shall not, in connection with this or any other agreement with the State, directly or indirectly: 1. Offer, confer, or agree to confer any pecuniary benefit on anyone as consideration for any State officer or employee's decision, opinion, recommendation, vote, other exercise of discretion, or violation of a known legal duty, or 2. Offer, give, or agree to give anyone any gratuity for the benefit of or at the direction or request of any state officer or employee. Upon request of the Department of General Services, the Offeror shall provide any type of information the Agency deems relevant to the Offeror's integrity or responsibility to provide the services or goods, described herein.

#### **LOSS OF OR DAMAGE TO VEHICLE**

Notwithstanding the provisions of any Contractor vehicle rental agreement executed by an Authorized Driver, the Contractor hereby assumes and shall bear the entire risk of loss of, or damage to, the rented vehicles (including costs of towing, administrative costs, loss of use, and replacement), from any and every cause whatsoever, including without limitation, casualty, collision, fire, upset, malicious mischief, vandalism, falling objects, overhead damage, glass disappearance, except where the loss or damage is caused by one or more of the following: 1. Willful or wanton misconduct on the part of a driver. Willful or wanton misconduct is conduct which is committed with an intentional or reckless disregard for the safety of others or with an intentional disregard of a duty necessary to the safety of another's property. 2. Obtaining the vehicle through fraud or misrepresentation. 3. Operation of the vehicle by a driver who contributed to the vehicle damage while such person was (and has been adjudged by the courts to have been) under the influence of alcohol or other drug(s) as defined in Policy Number 1.05 of the Commonwealth of Virginia's Department of Human Resource Management Policies and Procedures Manual. 4. Use of the vehicle for any intentionally illegal purpose. 5. Use or permitting the vehicle to carry unauthorized passengers or property for hire. 6. Operation of the vehicle in a test race or contest. 7. Operation of the vehicle by a person other than an Authorized Driver. 8. Operation of the vehicle outside the continental United States except where such use is specifically authorized by the rental agreement. Operation across international boundaries unless specifically authorized at the time of rental. (Commonwealth of Virginia policy requires that the appropriate State agency approve the out-of-the-United States travel, that the Contractor is notified regarding the trip and that the Department of Treasury's, Office of Risk and Insurance Management approved insurance is obtained for the trip.)

#### **NON-APPROPRIATION**

All funds for payment services ordered under this Contract are subject to the availability and legislative appropriation for this purpose. In the event of non-appropriation of funds by the Legislature for the items under this Contract, the Commonwealth will terminate this Contract for those services for which funds have not been appropriated. Written notice will be provided to the Contractor as soon as possible after legislative action is completed. If any purchases are to be supported by federal funding, and such funding is not made available, the Commonwealth may terminate this Contract for goods or services dependent on such federal funds without further obligation.

#### **PRIME CONTRACTOR RESPONSIBILITY**

The Contractor shall be responsible for completely supervising and directing the work under this Contract and all subcontractors that he may utilize, using his best skill and attention. Subcontractors who perform work under this Contract shall be responsible to the prime Contractor. The Contractor agrees that he is as fully responsible for the acts and omissions of his subcontractors and of persons employed by them as he is for the acts and omissions of his own employees.

#### **QUALIFIED PERSONNEL**

All services to be performed as specified in this solicitation shall be performed by properly trained and experienced personnel. The Commonwealth reserves the right to require proof of training or experience prior to award and at any time during the term of the Contract. Verification of stated qualifications should be provided with the Offeror's response. The Commonwealth reserves the right to request replacement of Contractor's personnel if the Services performed by the Contractor's personnel is deemed in any way unsuitable by the Contract Administrator.

#### **QUANTITIES**

Quantities set forth in this solicitation are estimates only, and the Contractor shall supply at proposal prices actual quantities as ordered, regardless of whether such total quantities are more or less than those shown.

#### **SEVERABILITY**

Each paragraph and provision of this Contract is severable from the entire Contract, and if any provision is declared invalid, the remaining provisions shall nevertheless remain in effect.

#### **SUBMISSION OF SMALL SUBCONTRACTING PLAN**

1. Submission of Small Business Subcontracting Plan: It is the statewide goal of the Commonwealth that 42% of its purchases be made from small businesses certified by DSBSD. This includes discretionary spending in prime contracts and subcontracts. All Offerors are required to submit a Small Business Subcontracting Plan. The contractor is encouraged to offer such subcontracting opportunities to DSBSD-certified small businesses. This shall include DSBSD-certified women-owned and minority-owned businesses and businesses with DSBSD service disabled veteran-owned status when they have also received DSBSD small business certification. Where it is not practicable for any portion of the goods/services to be subcontracted to other suppliers, the Offeror shall note such on the Small Business Subcontracting Plan. No Offeror or subcontractor shall be considered a small business unless certified as such by the Department of Small Business and Supplier Diversity (DSBSD) by the due date for receipt of proposals. 2. Evidence of Compliance with Small Business

Subcontracting Plan: Each prime Contractor who wins an award in which provision of a small business subcontracting plan is a condition of the award, shall deliver to the contracting agency or institution timely reports substantiating compliance in accordance with the small business subcontracting plan. If a variance exists, the Contractor shall provide a written explanation. A subcontractor shall be considered a Small Business for purposes of a Contract if and only if the subcontractor holds a certification as such by the DSBSD. Payment(s) may be withheld until the purchasing agency confirms that the Contractor has certified compliance with the Contractor's submitted Small Business Subcontracting Plan or is in receipt of a written explanation of the variance. The agency or institution reserves the right to pursue other appropriate remedies for non-compliance to include, but not be limited to, termination for default.

3.Prime Contractor Subcontractor Reporting: a.Each prime Contractor who wins an award greater than \$100,000 shall deliver to the contracting agency or institution on a quarterly basis, information on use of subcontractors that are DSBSD-certified businesses or Employment Services Organizations (ESOs). The Contractor agrees to furnish the purchasing office at a minimum the following information: name of firm, phone number, total dollar amount subcontracted, category type (Businesses that are DSBSD-certified small, women-owned, minority-owned, Service Disabled Veteran, or Employment Services Organization) and type of product/service provided, at the frequency required.

b.In addition each prime Contractor who wins an award greater than \$200,000 shall deliver to the contracting agency or institution on a quarterly basis, information on use of subcontractors that are not DSBSD-certified businesses or Employment Services Organizations.. The Contractor agrees to furnish the purchasing office at a minimum the following information: name of firm, phone number, total dollar amount subcontracted and type of product/service provided, at the frequency required.

#### **STATE CORPORATION COMMISSION**

Pursuant to Code of Virginia, §2.2-4311.2 subsection B, a Offeror organized or authorized to transact business in the Commonwealth pursuant to Title 13.1 or Title 50 is required to include in its proposal the identification number issued to it by the State Corporation Commission (SCC). Any Offeror that is not required to be authorized to transact business in the Commonwealth as a foreign business entity under Title 13.1 or Title 50 or as otherwise required by law is required to include in its proposal a statement describing why the Offeror is not required to be so authorized. Indicate the above information on the SCC Form provided. Contractor agrees that the process by which compliance with Titles 13.1 and 50 is checked during the solicitation stage (including without limitation the SCC Form provided) is streamlined and not definitive, and the Commonwealth's use and acceptance of such form, or its acceptance of Contractor's statement describing why the Offeror was not legally required to be authorized to transact business in the Commonwealth, shall not be conclusive of the issue and shall not be relied upon by the Contractor as demonstrating compliance. Complete and submit Attachment A, entitled "Virginia State Corporation Commission (SCC) Form" with response.

#### **SUBCONTRACTS**

No portion of the work shall be subcontracted without prior written consent of the purchasing agency. In the event that the Contractor desires to subcontract some part of the work specified herein, the Contractor shall furnish the purchasing agency the names, qualifications and experience of their proposed subcontractors. The Contractor shall, however, remain fully liable and responsible for the work to be done by its subcontractor(s) and shall assure compliance with all requirements of the Contract.

#### **TERMINATION AND CANCELLATION**

The Commonwealth shall have the unilateral right to terminate this Contract for Default, in the event that any one (1) or more of the following events of default occur or continue during the term of this Agreement; 1.Contractors fails to deliver equipment or services required by this Agreement or 2.Contractors repeatedly fails to respond to requests for services within the time limits set forth in the Agreement or 3.Contractors breaches any of the other terms set forth within this Agreement or 4.Contractors fails to cure any breach after receiving a "Show Cause Notice" identifying the failure, and providing the Contractor ten (10) days to cure the failure/nonperformance. If the Contractor fails to answer the cure notice, or does not correct the deficiencies noted, then the State may immediately terminate the Contract for Default. In such event, the Commonwealth will only be liable for cost incurred to the date of termination. All costs of de-installation and return of the equipment will be the Contractor's expense. The Commonwealth's failure to exercise its right to terminate for default under this provision shall not be construed as a waiver of its right to terminate, rescind or revoke this Contract in the event of any subsequent breach of any provisions of this Agreement.

#### **THIRD PARTY LIABILITY**

The Contractor will maintain in force, at its sole cost, insurance coverage which will indemnify, hold harmless and otherwise protect the Commonwealth of Virginia and its officers, agents and employees, against liability for personal injury, death, and property damage arising from the use of the vehicle. The Contractor shall furnish to the Department of General Services evidence of insurance in the amount of not less than \$1,000,000 per occurrence for bodily injury and property damage combined. Providing a certificate of insurance issued by an insurer admitted to issue policies in Virginia may satisfy evidence of insurance. The insurer shall have a rating of B+ or better as determined by Best's Key Rating Guide. The evidence of insurance must include the following provisions in their entirety: 1.This insurance will not be cancelled, non-renewed, or reduced in limits without thirty (30) days prior written notice to the State; and a.The Commonwealth of Virginia and its officers, agents, employees and servants are included as additional insured's, but only insofar as the operations under this contract are concerned. The Contractor shall be responsible for the timely submission of its insurance certificate and any additional documentation as is needed to establish to the State's satisfaction that Contractor's insurance fully covers the operation of all participating franchisees and subcontractors. In the event the Contractor fails to keep insurance coverage in effect at all times as herein provided, the State may, in addition to any other remedies it may have, terminate this contract upon the occurrence of such event.

#### **WARRANTY**

Contractor agrees that the Services furnished under any award resulting from this solicitation shall be covered by the most favorable commercial warranties the contractor gives any customer for such services and that the rights and remedies provided therein are in addition to and do not limit those available to the Commonwealth by any other clause of this solicitation.

#### **WEB INTERFACE**

The Contractor shall have a web interface available within 14 days of the signing of the contract. This website will incorporate the functionality described through this Contract, and any Attachments, contained herein.

#### **WORK SITE DAMAGES**

Any damage to the Commonwealth or Authorized User's facility, resulting from the performance of this contract, shall be repaired to the Commonwealth or Authorized User's satisfaction at the Contractor's expense.

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#### **Evaluation Criteria**

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Information not provided

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#### Vendor List

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Information not provided

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#### Free Form Vendor

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Information not provided

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#### Reminders

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Reminder: Be sure to complete, sign and submit all attachments.

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#### Publishing Options

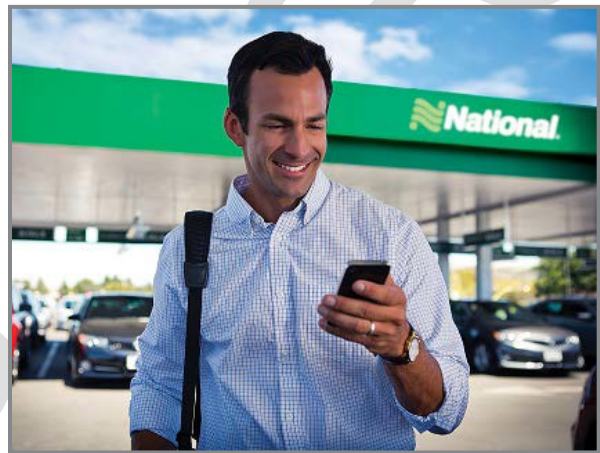
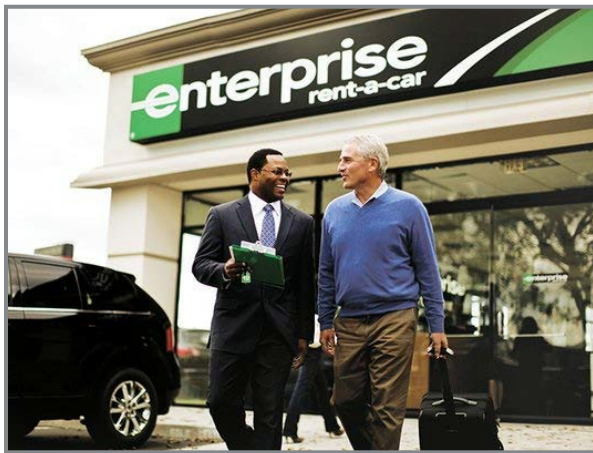
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Pre-Bid Conference Type: Pre-Proposal Conference  
Category: Non-Professional Services - Non-Technology  
Pre-Bid Conference Date: 8/7/2019  
Publish Date: 8/20/2019  
Close Date: 9/5/2019  
Open Responses Date: 9/5/2019

Pre-Bid Conference Time: 1:00 PM  
Publish Time: 1:30 PM  
Close Time: 1:00 PM  
Open Responses Time: 1:00 PM



ENTERPRISE HOLDINGS™



Car Rental RFP for

Commonwealth of Virginia  
Division of Purchases and Supply (DPS)  
RFP #415

September 5, 2019



Commonwealth of Virginia  
Division of Purchases and Supply  
1111 East Broad Street  
Richmond, VA 23219

Enterprise Holdings  
Enterprise Rent-A-Car  
National Car Rental  
600 Corporate Park Drive  
St. Louis, MO 63105  
314-512-5000 Main  
314-512-5583 Fax

Kevin Sevilla  
Director of Business Rental Sales  
323 Alexander Lee Parkway  
Williamsburg, VA 23185  
804-320-5686 Office  
877-552-9874 Fax  
[kevin.j.sevilla@ehi.com](mailto:kevin.j.sevilla@ehi.com)

### Statement of Confidentiality

The information contained in this proposal and any exhibits, attachments, certifications, questionnaires, surveys and/or other deliveries required in connection with this proposal, and in subsequent communications relating to this proposal, whether or not expressly marked as confidential, are and shall be deemed confidential by both Enterprise Holdings and the recipient of such proposal. The contents shall only be disclosed where required by applicable law and only the extent required by the applicable law or any applicable open records law (for government proposals) and only after prior written notice to Enterprise Holdings. Disclosure and misuse of such information would result in immediate and irreparable harm to Enterprise Holdings and would provide Enterprise Holdings with a competitive disadvantage in its marketplace should its confidential business, operational and financial information be released.

Notwithstanding any separate agreement to the contrary, the recipient shall protect and keep the provisions of this proposal and any subsequent communications confidential and will not disclose such provisions, except to its employees or agents who require the information for the purpose expressly authorized by Enterprise Holdings and for no other purpose whatsoever. Such individuals shall be bound by the same confidentiality requirements — to the same extent and on the same basis — as these obligations are imposed upon and assumed by the recipient.

Except as set forth above, no part of this document may be reproduced or retained, in whole or in part, or made available to any third party, without the express prior written permission of Enterprise Holdings, which may be withheld in its sole discretion. All rights in such content and communications are hereby reserved by Enterprise Holdings.

### Statement of Non-Binding Nature, Bidder Party and Rental Providers

This document and subsequent communications are proposals only and should be considered non-binding until a final agreement may be reached. The terms of any final agreement will be subject to further negotiations between the parties and not completed until incorporated into a written agreement executed by both parties. Any verbal or written undertaking prior to a final executed agreement will have no legal effect and any reliance upon the same is disclaimed by recipient. The information and data provided in this bid are reflective of EAN Services, LLC and its Affiliates (“Enterprise Holdings”) to provide an overall picture of our organization as a whole, who we are, and how we operate, including, among other things, our financial strength, employment practices and policies, diversity and environmental stewardship, and sustainability initiatives. However, in the event we are the successful bidder, the agreement will be entered into by EAN Services, LLC. Vehicle rentals under the agreement would be provided by affiliates of EAN (the “EAN Affiliates”). In addition, EAN would make available a network of independently owned third-party franchisees and licensees operating Enterprise Rent-A-Car and National Car Rental brand vehicle rental locations from which recipient may rent vehicles at the agreed-to rates provided in the agreement in locations where the EAN Affiliates themselves do not operate.



## Enterprise Operating Subsidiaries

EAN Services, LLC

Enterprise Leasing Company of STL, LLC

Enterprise Leasing Company of Georgia, LLC

Enterprise Leasing Company of Florida, LLC

Enterprise Leasing Company of KS, LLC

EAN Holdings, LLC

Enterprise Leasing Company of Orlando, LLC

Enterprise Leasing Company of Indianapolis, LLC

Enterprise Rent-A-Car Company of Boston, LLC

Enterprise Leasing Company of Denver, LLC

Enterprise Leasing Company of Chicago, LLC

Enterprise RAC Company of Maryland, LLC

Enterprise Leasing Company of Philadelphia, LLC

Enterprise RAC Company of Baltimore, LLC

Enterprise Leasing Company of Minnesota, LLC

Enterprise Leasing Company of Detroit, LLC

Enterprise Leasing Co. of Norfolk/Richmond, LLC

Enterprise Rent-A-Car Co. of San Francisco, LLC

ELRAC, LLC

SNORAC, LLC

Enterprise Rent-A-Car Company of Sacramento, LLC

Enterprise Rent-A-Car Company of Los Angeles, LLC

CLERAC, LLC

Enterprise Rent-A-Car Company of Pittsburgh, LLC

Enterprise Rent-A-Car Company of Wisconsin, LLC

Enterprise Rent-A-Car Company of UT, LLC

CAMRAC, LLC

Enterprise Rent-A-Car Company of Rhode Island, LLC

Enterprise Leasing Company of Phoenix, LLC

Enterprise Leasing Company – Southeast, LLC

Enterprise Leasing Company – West, LLC

Enterprise Leasing Company – South Central, LLC

PENRAC, LLC

Enterprise Rent-A-Car Canada Company

Enterprise Rent-A-Car UK Limited

Enterprise Autovermietung Deutschland B.V. & Co. KG

ERAC Ireland Limited

Enterprise Holdings France S.A.S

Autotransporte Turistico Espanol, S.A.

## Trademark and Copyright Information

Enterprise Rent-A-Car, National Car Rental, Alamo Rent A Car, Emerald Club, Enterprise Truck Rental, Enterprise Rideshare, Commute with Enterprise, Enterprise CarShare, Zimride, and all associated features, processes, logos, phone numbers, websites, and promotional programs and/or phrases in any language or format are registered trademarks of their respective companies and Enterprise Holdings, which hold copyrights where applicable.

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# COMMONWEALTH OF VIRGINIA

DIVISION OF PURCHASES & SUPPLY (DPS)  
1111 East Broad Street, Richmond, Virginia 23219-1199

## REQUEST FOR PROPOSAL (RFP) # 415

### VEHICLE RENTAL SERVICES

**NIGP Commodity Codes:** 97500 – Rental or Lease of Equipment ~ 97514 – Automobiles and Other Passenger Vehicles Rental or Lease ~ 97586 – Truck and Van Rental or Lease ~ 97588 – Utility Vehicle Rental or Lease

**Issue Date:** July 22, 2019 • **Due Date/Time:** August 26, 2019 – 1:00 P.M. EST

DPS Statewide Sourcing & Contracting Officer: Angela J. Shearn, VCO E-mail Address: Angela.Shearn@dgs.virginia.gov

**USING AGENCY AND/OR LOCATION WHERE WORK WILL BE PERFORMED:** All Commonwealth Agencies, Institutions and other public bodies (collectively "Authorized Users") as defined in §2.2-4301 of the Code of Virginia.

**PROPOSAL SUBMISSION:** All proposals must be received by the date and time shown on the cover page of this solicitation at the following address. Any proposals received after the stated time and date will be retained unopened in the procurement file. See Section IV, Paragraph A, Subparagraph 2, for additional REQUIRED information regarding "Identification of Sealed Proposal Envelope for Paper Responses".

Delivery address:  
DGS/Division of Purchases and Supply, 1111 East Broad Street, 6<sup>th</sup> Floor Receptionist/Bid Receiving,  
Richmond, Virginia 23219-1199

**OPTIONAL PRE-PROPOSAL CONFERENCE:** An optional pre-proposal conference will be held at 1:00 P.M. EST on August 7, 2019 by means of teleconference. See Section VII for additional information related to this optional pre-proposal conference.

**CLARIFICATION OF TERMS:** If any prospective Offeror has questions about the specifications or other solicitation documents, then it is the Offeror's responsibility to contact the Contracting Officer whose name appears on the face of this solicitation, in writing, no later than August 13<sup>th</sup>, 2019. Oral requests for information will not be accepted. No further written inquiries will be accepted after 12:00 P.M. EST on August 13<sup>th</sup>, 2019. Any revisions to the solicitation will be made only by an addendum issued by the Contracting Officer named above and posted on the state procurement website at www.eva.virginia.gov. Any addenda, notifications, extensions, cancellations or changes will be posted to the state procurement website. No other notification is required. It is the responsibility of the prospective Offeror to obtain all current information from the eVA website.

**PERIOD OF CONTRACT:** Initial two (2) year term Contract with four (4) additional successive one (1) year renewal options. Service Commencement date is upon written mutual agreement by both parties.

The undersigned hereby offers and agrees to furnish all goods and/or services in accordance with the attached signed proposal and the mandatory requirements outlined herein, or as mutually agreed upon through subsequent negotiation.

Company Name: EAN Services, LLC.

Address: 600 Corporate Park Drive

City/State/ZIP: St. Louis, MO 63105

Signature: [Signature]

Printed Name: Michael Bruce

Title: Vice President and General Manager

Date: September 4, 2019

Email: Michael.Bruce1@ehi.com

Telephone: 757-476-7900

Fax: N/A

Cell: 757-275-4686

DUNS Number: 04 6380093

eVA Vendor ID: VS0000121833

Vendor SCC ID: T0420598

**NOTE:** This public body does not discriminate against faith-based organizations in accordance with the Code of Virginia, § 2.2-4343.1 or against a Offeror because of race, religion, color, sex, national origin, age, disability, sexual orientation, gender identity, political affiliation, or veteran status or any other basis prohibited by state law relating to discrimination in employment.

1. Qualification: The vendor must have the capability and capacity in all respects to satisfy fully all of the contractual requirements.

Contact:

Phone: (804) 320-5686

3. Years in Business: Indicate the length of time you have been in business providing this type of good or service: 62 Years\_\_\_\_Months

5. Indicate below a listing of at least six (6) current or recent accounts, either commercial or governmental, that your company is servicing, has serviced, or has provided similar goods/services. Include the length of service and the name, address, and telephone number of the point of contact.

[REDACTED]

Redacted

## ATTACHMENT C-State Corporation Commission Form

Virginia State Corporation Commission ("SCC") registration information:**The undersigned Offeror:**☒ is a corporation or other business entity with the following SCC identification number: T0420598

-OR-

☐ is not a corporation, limited liability company, limited partnership, registered limited liability partnership, or business trust

-OR-

☐ is an out-of-state business entity that does not regularly and continuously maintain as part of its ordinary and customary business any employees, agents, offices, facilities, or inventories in Virginia (not counting any employees or agents in Virginia who merely solicit orders that require acceptance outside Virginia before they become contracts, and not counting any incidental presence of the Offeror in Virginia that is needed in order to assemble, maintain, and repair goods in accordance with the contracts by which such goods were sold and shipped into Virginia from Offeror's out-of-state location)

-OR-

☐ is an out-of-state business entity that is including with this proposal an opinion of legal counsel which accurately and completely discloses the undersigned Offeror's current contacts with Virginia and describes why those contacts do not constitute the transaction of business in Virginia within the meaning of § 13.1-757 or other similar provisions in Titles 13.1 or 50 of the Code of Virginia.

**\*\*NOTE\*\*** >> Check the following box if you have not completed any of the foregoing options but currently have pending before the SCC an application for authority to transact business in the Commonwealth of Virginia and wish to be considered for a waiver to allow you to submit the SCC identification number after the due date for proposals (the Commonwealth reserves the right to determine in its sole discretion whether to allow such waiver): ☐

Signature:  Date: September 4, 2019Name: Michael Bruce

Print

Title: Vice President and General ManagerName of Firm: EAN Services, LLC



## Attachment D – Completed Small Business Subcontracting plan

**Section B**

Populate the table below to show your firm's plans for utilization of DSBSD-certified small businesses in the performance of this contract for the initial contract period in relation to the Offeror's total price for the initial contract period. Certified small businesses include but are not limited to DSBSD-certified women-owned, minority-owned businesses and DSBSD service disabled veteran-owned businesses that have also received the DSBSD small business certification. Include plans to utilize small businesses as part of joint ventures, partnerships, subcontractors, suppliers, etc. It is important to note that the proposed participation will be incorporated into the subsequent contract and will be a requirement of the contract. Failure to obtain the proposed participation percentages may result in breach of the contract.

**Disadvantaged Business EAN Services, LLC**

EAN Services, LLC will make a good faith effort to contract or purchase services with Disadvantaged Business Enterprise (DBE) and Minority Business Enterprise (MBE) companies. We have extensive experience managing and monitoring services used in the provision of transportation services and ensuring compliance by subcontractors with local, state and federal law. It is the policy of EAN Services, LLC to involve minority businesses, specifically Small and Disadvantaged Businesses and Women-Owned Businesses to the fullest extent feasible in all phases of its procurement practices and provide them equal opportunities to compete for subcontracts for construction provision of professional services, purchases of equipment and supplies, and provision of other services required by EAN Services, LLC and its affiliates.

Due to the decentralized structure of our organization and our privately held business model, it is difficult to reach a high percentage of DBE participation. However, in the past, we have utilized DBE businesses for vehicle maintenance, vehicle graphics, glass repair, auditing services, operating facilities, fire extinguishers, temporary staffing, drug testing, criminal background checks, vehicle cleaning services and janitorial services. (See Attachment D for reference) When services such as these are needed, certified DBE firms will be selected from the list of certified suppliers. These firms will be contacted to determine their availability and their competitiveness in price.

Annually, we will reference the CoVA available resources to identify, contact and assess possible DBE vendors to work with to ensure a proper good faith effort in working with DBE certified companies. We will endeavor to work with other small businesses to encourage them to become certified in the system. Should these businesses attain certification in conjunction with work performed within the scope of our partnership with the Commonwealth, we will notify CoVA immediately and create or update monthly DBE reporting structures.



## B. Plans for Utilization of DSBSD-Certified Small Businesses for this Procurement

| Micro/Small Business Name & Address<br><br>DSBSD Certificate #  | Status if Micro/Small Business is also: Women (W), Minority (M), or DSBSD Service Disabled Veteran-Owned | Contact Person, Telephone & Email                     | Type of Goods and/or Services   | Planned Involvement During Initial Period of the Contract | Planned Contract Dollars During Initial Period of the Contract (\$ or %) |
|---|--|---|---|---|--|
| <b>SWAM Certificate AC20127466#</b><br><br>DES Wholesale Inc.<br>DBA: Diversified Energy Supply<br>Ph: 678-828-4301 | ACDBE/DBE  | Allison de Agüero<br>info@diversifiedenergysupply.com | Natural Gas Petroleum   |   | \$1,862,226  |
| <b>SWAM Certification # 708883</b><br><br>The Riverside Locksmith Corp.<br>Ph: 804-320-7904                         | S, Micro   | Frances Stell<br>trichmondlocks@verizon.net           | Professional Services Not Otherwise Classified  |   | \$314,344  |
| <b>SWaM Certification # 5844</b><br><br>Davis & Green, Inc.<br>Ph: 804-231-9684                                     | S  | Chris Williams<br>lynn@dgelectrical.com               | Generators, Wiring, Electrical and Maintenance  |   | \$287,194  |
| <b>SWaM Certification #722783</b><br><br>Commodore Sales, Inc.<br>Ph: 804-794-1992                                  | S, W   | Amy Margau<br>amycamps@msn.com                        | Cleaning Compositions, Detergents, Solvents   |   | \$241,256  |
| <b>SWaM Certification #647488</b><br><br>Guy Brown Mgmt., LLCC<br>Ph: 757-537-2211                                  | M  | Lauren Cooley<br>info@guybrown.com                    | Office Supplies, Carbon Paper and Ribbons, Recycled Office Supplies, General Office Supplies          |   | \$62,702   |
| <b>SWaM Certification #690620</b><br><br>Doors on Demand, LLC<br>Ph: 757-537-2211                                   | S, Micro   | Helena Gates<br>tim@doorsondemandusa.com              | Construction  |   | \$53,581   |
| <b>SWaM Certification # 714851</b><br><br>Pharr Industries II, Inc.<br>Ph: 931-363-5379                             | S, W   | Shannon Downs<br>Parr2dbe@gmail.com                   | Misc. Waste Management Services, Catch Basin Cleaning Services, Tank Cleaning, Waste Mgmt. & Disposal |   | \$44,963   |
| <b>SWaM Certification #4701</b><br><br>Carolina Clean, Inc.<br>Ph: 757-928-3900                                     | S, Micro, W, M   | Shirley Newsome<br>carolinacln@msn.com                | Janitorial and Custodial Services   |   | \$44,350   |

|  |             |  |  |  |             |
|--|-------------|--|--|--|-------------|
| <b>SWaM<br/>Certification<br/>#627033</b><br>Apple Ford of<br>Lynchburg<br>Ph: 434-385-5012  | S, M, W     | Nancy Huften<br>NHUFTEN@<br>APPLEFORDBA.COM        | Automobile,<br>Station Wagons,<br>Class 1 Trucks |  | \$30,780    |
| <b>SWaM<br/>Certification #<br/>724289</b><br>Babalu Enterprises,<br>LLC<br>Ph: 757-375-1299 | S, Micro, M | Rosalind Jenkins<br>Rosalindwjenkins<br>@gmail.com | Janitorial and<br>Custodial<br>Services          |  | \$37,621    |
| Totals \$  |             |  |  |  | \$2,979,017 |

## ATTACHMENT E

COMMONWEALTH OF  
VIRGINIA RFP# 415EXCEPTIONS TO RFP#  
415Name of Firm/Offeror: EAN Services, LLC.

Unless stated on this form, all Offerors will be considered to have accepted all terms and conditions of the RFP and any amendments as issued without exception. Offerors who wish to propose modifications to the contract provisions must clearly identify the proposed exceptions including the section and page numbers of the RFP, and submit any proposed substitute language; however, the provisions of the RFP cannot be modified without written approval by the DPS Statewide Strategic Sourcing Officer.

| SECTION/TITLE  | PAGE NUMBER(S)  | PROPOSED SUBSTITUTE LANGUAGE    |
|--|---|---------------------------------|
| Statement of Needs   | Pg. 3 of 34<br>Statement of Needs                       | 4. Price Guarantee<br>See Below |
| Terms and Conditions   | Pg. 7 of 13<br>Competitive pricing Terms and Conditions | See Below                       |
| <p><i>Competitive Pricing – Commonwealth of Virginia, Statement of Needs</i><br/> <i>“The Commonwealth shall be allowed to take advantage of any special offers, sales, promotions or other reduced rates that are offered by the selected Offeror that result in a lower rate to the Commonwealth.”</i></p> <p><i>Competitive Pricing – Commonwealth of Virginia, Terms and Conditions</i><br/> <i>“Contractor warrants and agrees that each of the charges, economic or product terms or warranties granted to the Commonwealth pursuant to this Contract are comparable to or better than the equivalent charge, economic or product term or warranty being offered to any commercial or government customer of Contractor. If Contractor enters into any arrangements with another customer of Contractor or with an Authorized User to provide Services under more favorable prices, as the prices may be indicated on Contractor’s current U.S. and International price list or comparable document, then this Contract shall be deemed amended as of the date of such other arrangements to incorporate those more favorable prices, and Contractor shall immediately notify DGS of such change.”</i></p> |   |                                 |

## EXCEPTIONS TO RFP#

415

Page 2

**Most Favored Nation's Status**

Enterprise does not agree to be bound by a Most Favored Nations status, however, we do offer Best Rate functionality with **National Car Rental**. Best Rate ensures that the Commonwealth's travelers renting in the United States will receive the lowest applicable rate for every reservation request. In addition, we will honor the contractual terms and conditions of your agreement when a promotional or noncontract rate is applied. All Enterprise locations will honor the competitive rates set forth in this proposal.

|                             |                              |                  |
|-----------------------------|------------------------------|------------------|
| <b>Terms and Conditions</b> | <b>Pg. 5 of 13<br/>Audit</b> | <b>See Below</b> |
|-----------------------------|------------------------------|------------------|

*"AUDIT: The Contractor shall retain all Contractual books, records, and other documents relative to matters under this Contract for five (5) years after final payment, or until audited by the Commonwealth of Virginia, whichever is sooner. The agency, its authorized agents, and/or state auditors shall have full access to and the right to examine any of said materials during said period."*

Enterprise shall maintain adequate books and records necessary for an accurate determination of the Rates set forth in this Agreement. The books and records related to this Agreement may be audited by internal auditors of The Commonwealth (not outsourced third parties) no more than once per twelve (12) consecutive months during the term of this Agreement by providing thirty (30) days' written notice to Enterprise. Such notice of intent to audit shall include, without limitation, the scope, location and expected duration of the audit. Such audit may occur during reasonable business hours during the term of this Agreement and for three (3) months thereafter. No audit shall cover or seek information concerning any time prior to twelve (12) months before the institution of such audit by The Commonwealth. All costs of audit (including any copying charges and additional labor charges actually incurred by Enterprise as a result of the audit) shall be paid for by The Commonwealth.

In the event such an audit reveals any discrepancy or error, The Commonwealth shall provide Enterprise with written notification detailing such discrepancy within ten (10) days after such audit or finding, whichever is first to occur. Upon such notification, Enterprise will conduct an investigation into the claim. After such investigation, and in no event later than one hundred twenty (120) days from the date of notification, Enterprise and The Commonwealth shall convene to develop a mutual resolution regarding such claim which shall be agreed to by the parties in writing. All information learned or discovered as a result of any audit shall be kept confidential by The Commonwealth and shall only be disclosed where required by law and only to the extent required by law and after prior written notice to Enterprise. Enterprise has no duty to maintain any data related to a rental pursuant to this Agreement for more than twenty-four (24) months beyond the date of each such rental hereunder."

|                             |  |                  |
|-----------------------------|--|------------------|
| <b>Terms and Conditions</b> | <b>Pg. 9 of 13<br/>Extra Charges<br/>Not Allowed</b> | <b>See Below</b> |
|-----------------------------|--|------------------|

**Extra Charges Not Allowed – Commonwealth of Virginia, Terms and Conditions**

*"Proposed pricing shall be for complete delivery ready for the Commonwealth's use and shall include all delivery charges; extra charges will not be allowed."*

Rates negotiated and agreed upon as a part of this Contract will not include applicable taxes, fees, surcharges, refueling, drop-off, delivery, youthful driver, additional driver, or pickup charges. At the time of reservation, Enterprise and National will quote all fees up front in addition to the appropriate rental rate.

## EXCEPTIONS TO RFP#

415

Page 3

|  |   |           |
|--|---|-----------|
| Addendum No. 1   | Pg. 1 of 5<br>Surcharge<br>Adjustment Fee | See Below |
| <p><b>B. Surcharge Adjustment Fee: - Commonwealth of Virginia, Addendum No. 1</b></p> <p><i>“The Contractor must pay the Department of General Services (DGS), a Surcharge Adjustment (SCA) fee under this Contract. DGS will not issue invoices or statements. The Contractor must remit the SCA fee by the last day of the month following the end of the calendar quarter. The SCA fee equals two percent (2%) of the quarterly reported total invoiced sales. The SCA fee amount due must be paid by check with identification of “Contract Number...”</i></p> <p>Enterprise pays rebates on Time and Mileage Revenue, which is the applicable Base Rental Charge multiplied by the number of days of the rental, and is exclusive of taxes, refueling, and additional driver fees, discounts, surcharges, government charges, facility charges, concession recovery and other fees, and optional products and other charges.”</p> |   |           |

## Attachment F – Completed Proprietary Information Identification

## ATTACHMENT F

COMMONWEALTH OF  
VIRGINIA RFP# 415PROPRIETARY INFORMATION  
IDENTIFICATIONName of Firm/Offeror: EAN Services, LLC

Trade secrets or proprietary material submitted by an Offeror shall not be subject to public disclosure under the Virginia Freedom of Information Act; however, the Offeror must invoke the protections of *Code of Virginia* § 2.2-4342F, in writing, either before or at the time the data or other material is submitted. The trade secret or proprietary material submitted in the proposal must be identified by some distinct method such as highlighting or underlining, and must indicate only the specific words, figures, or paragraphs that constitute trade secret or proprietary material. Offeror shall complete and provide the "Proprietary Information Identification" form with a summary of this material in their Proposal response which must specifically identify the data or materials to be protected including the section and page numbers of the proposal in which it is contained and state the reasons protection is necessary. The classification of an entire Proposal document, line item prices, and/or total Proposal prices as trade secret or proprietary is not acceptable and the Proposal may be rejected.

| SECTION/TITLE   | PAGE NUMBER(S) | REASON(S) FOR WITHHOLDING FROM DISCLOSURE  |
|---|----------------|--|
| Statement of Needs<br>Price Guarantee – Competitive Price Guarantee                           | Pg. 28         | Proprietary  |
| Statement of Needs – Rental Pick-up and Delivery  | Pg. 30         | Trade Secret   |
| Statement of Needs – Service Locations  | Pg. 33, 66     | Proprietary (Detailed locations list beginning on pg. 77)  |
| Tab II Introduction of Offeror<br>Special Contracted Rates                                    | Pg. 42         | Trade Secret and Proprietary   |
| Tab II Introduction of Offeror<br>Updated MRA tool  | Pg. 42         | Trade Secret, Proprietary and Confidential at this time  |
| Tab III Experience in Providing Similar Services<br>References and Reference Letters          | Pg. 58-62      | Proprietary and Confidential - As a private company that respects the privacy of our corporate clients, Enterprise and National view specific contact information as confidential and prefer not to provide customer references to entities outside of procurement purposes. |
| Tab IV – Approach and Capacity<br>General Service Requirements<br>Cost Avoidance Plan         | Pg. 68         | Trade Secret and Proprietary   |
| Tab IV – Approach and Capacity<br>General Service Requirements<br>Capacity and Local Capacity | Pg. 72         | Proprietary and Confidential   |
| Exhibit A: Service Locations and Commonwealth Service Entities                                | Pgs. 84-106    | Proprietary  |



# COMMONWEALTH of VIRGINIA

## Department of General Services Division of Purchases and Supply

J. Peter Stamps, CPPO, VCM, VCO  
Director

Linwood J. Spindle, CPPO, CPPB  
Deputy Director

P.O. Box 1199  
Richmond, Virginia 23218-1199  
Voice (804) 786-3842  
FAX (804) 225-3707

### ADDENDUM NO. 1 TO ALL OFFERORS:

Reference – Request for Proposal: 415  
Commodity: 91582, 91584, 91574, 91578, 91590  
Date: August 14, 2019  
Bids Due: **September 5, 2019 at 1:00 PM**

The following is hereby changed to read:

1. Reference Due Date has been changed as follows: Proposal due date is now September 5, 2019 at 1:00 PM local prevailing time
2. Reference Section II, entitled "Statement of Needs", Subsection A, entitled "General Service Requirements", Paragraph 6, entitled "Rental Pick-up/Return, Subparagraph e. Revise to read as follows:
  - e. The ending time shall be when the CoVA employee or Authorized User returns the vehicle to the Offeror's location.
3. Reference Section II, entitled "Statement of Needs", Subsection A, entitled "General Service Requirements", Paragraph 6, entitled "Rental Pick-up/Return, Subparagraph h. Revise to read as follows:
  - h. The Offeror will be required to provide transportation to and from airports, if needed. Under such provision, though, there is no expectation for a non-Airport based location to enter Airport property if that limitation is in place according to the airport authority.
4. Reference Section V, entitled "Reporting and Payment Instructions". Add language as follows:

### **B. SURCHARGE ADJUSTMENT FEE:**

The Contractor must pay the Department of General Services (DGS), a Surcharge Adjustment (SCA) fee under this Contract. **DGS will not issue invoices or statements.** The Contractor must remit the SCA fee by the last day of the month following the end of the calendar quarter. The SCA fee equals two percent (2%) of the quarterly reported total invoiced sales. The SCA fee amount due must be paid by check with identification of "Contract Number," "Report Amounts," and "Report Period" on either the check stub or other remittance material. DGS may, at its discretion, agree to an electronic funds transfer, in lieu of a check,



however in the absence of an express written agreement from DGS that validates the agreement, then the payment shall be made by check as described herein.

Checks shall be payable to: Treasurer, Commonwealth of Virginia.

Checks shall be mailed to:  
DGS/Division of Purchases and Supply  
ATTN: SCA Coordinator  
PO Box 1199  
Richmond, VA 23218-1199

If the full amount of the SCA fee is not paid within 30 calendar days of due date, it shall constitute a debt that the Contractor is obligated contractually to pay to the Commonwealth of Virginia, and the Commonwealth may exercise all rights and remedies available under law. Failure to submit sales reports, falsification of sales reports, and or failure to pay the SCA fee in a timely manner may result in termination or cancellation of the Contract.

**The below are the questions and answers proposed during the RFP Pre-proposal meeting held on August 7, 2019 as follows:**

1. Question: Page 3, Section 4, The solicitation requires Damage Waiver (CDW/LDW) and Liability to be included within the pricing. Retail rentals do not contain these products within their base rate. Will the Commonwealth be taking these additional products into consideration on price evaluations of special offers, sales, promotions or other reduced rates as per this section?

**Answer: Please refer to the second paragraph on the first page of Attachment A for clarification. Tables A and B will be evaluated for the pricing score. The additional items listed there can be addressed during the negotiations process.**

2. Question: Page 4, Section 6, Subsection a. – The expectation would be to execute delivery of vehicles upon request from Offeror's location with no additional charge. Delivery of vehicles requires a minimum staff of two persons. (One to drive the delivery car, and one to drive a chase vehicle) Would the Commonwealth consider reasonable geographic limitation to this request to limit undo burden of staffing associated with deliveries?

**Answer: The Offeror's response should address any applicable restrictions based on location.**

3. Question: Page 4, Section 6, Subsection b. – Similar to deliveries, vehicle collection requires an additional staffing component. Would the Commonwealth consider a reasonable geographic restriction on vehicle collection?

**Answer: The Offeror's response should address any applicable restrictions based on location.**

4. Question: Page 4, Section 6, Subsection c. – Could the Commonwealth clarify the meaning of "without incurring additional charges"? Is it the Commonwealth's intent to ensure the awarded Vendor doesn't charge penalty fees for after hours returns? i.e. "Late Return Fees" charged by some rental car vendors.

**Answer: Yes, it is the intent of the Commonwealth to ensure that late fees or penalties are not charged for after-hour returns.**

5. Question: Page 6, Section 12 – Automotive manufacturers are rapidly diversifying the styles of the fleet offerings making it harder for rental car companies to place vehicle types into specific categories.



Furthermore, the dedication to customer service and fast transaction times for renters requires our branches to occasionally provide higher level vehicles to renters at no additional charge. Considering the focus on increased service and transaction times, as well as the growing difficulty of classifying vehicles into “classes”, could the Commonwealth please remove the last sentence of this segment? This would ensure higher level service, without a worry for increase costs to the Commonwealth

**Answer: It is not the intent of the Commonwealth to allow CoVA employees the ability to rent luxury or sport class vehicles.**

6. Question: Page 7, Section 2, Parts K and N: The terms Cutaway and 15’ Box truck are often interchangeable and classed the same. In those instances, would the Commonwealth be open to an Offeror recommending a change in the name/style of the vehicle classification?

**Answer: Yes, this information can be provided in the Offerors’ response.**

7. Question: Page 8, Subsection 1: The Commonwealth requested a Sealed Proposal, but also stated an electronic eVA submission is acceptable. Is there a preference between a bound and sealed response and an electronic submission through eVA?

**Answer: Either response format is acceptable in accordance with the instructions outlined in the section.**

8. Question: Page 14, Tab III, first and second bullet: Can the Three Examples and three favorable Reference Letters be the same entities?

**Answer: Yes, as long as they fall within the parameters of the bulleted list.**

9. Questions: Page 15, Capacity: Is the Commonwealth asking for full CVs of all management/key personnel involved in their contract? Or would a short paragraph highlighting their work history suffice?

**Answer: At a minimum, all information requested in the second bullet should be provided. It is at the discretion of the Offeror as to the extent of detail provided within this section of their response and should contain sufficient information to accomplish the intent of the third bullet. The Offeror should take into consideration the number of pages allowed in their response.**

10. Question: Page 16, Evaluation Car Classes: Is the commonwealth weighting the car classes evaluated? If so, can the Commonwealth share their weighting criteria?

**Answer: The class of vehicle, and pricing provided for such, will be used to evaluate the price portion of the criteria outlined in the table of this section. The specific vehicle types from both pricing tables outlined on Attachment A are described in the subsequent paragraph, along with the point values assigned to each vehicle type.**

11. Question: Page 17, SBE Business Utilization: In order to provide nationwide pricing, we currently intend on responding to this solicitation using our nationwide legal entity. However, the vast majority of spend and work for the Commonwealth agreement is executed from our Virginia registered affiliate entity. Can we use the reporting information from the Affiliate to successfully fulfill this obligation?

**Answer: Any affiliates that would participate in the fulfillment of the contractual obligations would need to be presented in the proposal as a subcontractor and meet the same qualifying criteria as the awarded prime contractor.**

12. Question: What are the assessment criteria for DBE businesses considered in this solicitation?

**Answer: Any certification numbers will need to be verified with the Virginia Department of Supplier Diversity for each vendor provided. Additionally, any required registrations for the prime contractor will apply to any performing subcontractors as well.**

13. Question: Do you only need information on those businesses who are operating in execution of this agreement? Or do you need all of our subcontractor information nationwide?

**Answer: The only business that need to be included on the Subcontracting plan are those that will perform under any contract award as a result of this solicitation.**

14. Question: DBE Small Business contractors we may hire which may have a very indirect effect on the Commonwealth agreement. We are verifying that indirect subcontractors, like Facility Repair contractors, are not applicable to your DBE/Small business requests.

**Answer: The Small Business Subcontract Plan should list any DSBSD certified vendors that would occupy a portion of the total cost presented by the Offeror. Please reference the information on Attachment D as it pertain to the required usage of such subcontractor if presented as part of the plan.**

15. Question: The Commonwealth is asking if our suppliers or subcontractors are in possession of DSBSD certification. We have a number of suppliers who are in possession of various other certifications, are those acceptable for inclusion?

**Answer: Yes, however the only certification pertinent to Attachment D are those that maintain a DSBSD certification as described on the attachment.**

16. Question: Our parent organization is registered with eVA. Could you please help with an independent verification that will be acceptable so we can use for the formal response to provide nationwide pricing.


**Answer: There are no restrictions on location as it pertains to the company location. All verifications for Offerors will be conducted to ensure proper business licensing and SCC registrations are current, as applicable, that eVA and DSBSD registrations and certifications are current and active, as applicable, and that each are not listed under the Inactive vendor list or Department of Taxation Prohibited list. If the responding vendor is located outside of the State of Virginia, then reciprocity will be verified in advance of any award as well.**

Note: A signed acknowledgment of this addendum must be received attached to your proposal. Failure to return the addendum may be grounds for removing the proposal from further consideration. Signature on this addendum does not substitute for your signature on the original proposal document.

**The original proposal document must be signed.**

Angela Shearn VCO, VCA  
Statewide Sourcing & Contracting Officer  
Phone: 804-786-5415  
[angela.shearn@dgs.virginia.gov](mailto:angela.shearn@dgs.virginia.gov)

**EAN Services, LLC**  
Name of Firm

  
\_\_\_\_\_  
**Signature/Title**

September 4 2Q19  
\_\_\_\_\_  
Date

Redacted



# **CERTIFICATE OF LIABILITY INSURANCE**

 DATE (MM/DD/YYYY)  
09/03/2019

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

**IMPORTANT:** If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

|  |  |  |  |                |
|--|--|--|--|----------------|
| <b>PRODUCER</b><br>Marsh USA Inc.<br>701 Market Street, Suite 1100<br>St. Louis, MO 63101<br>Attn: stlouis.certrequest@marsh.com |  | <b>CONTACT</b><br>NAME:<br>PHONE (A/C No. Ext):<br>E-MAIL:<br>ADDRESS: |  | FAX (A/C, No): |
| CN101321765-STND-GAW-19-20      2199      EHI  |  | <b>INSURER(S) AFFORDING COVERAGE</b>                                   |  | <b>NAIC #</b>  |
| <b>INSURED</b><br>Enterprise Holdings, Inc.<br>and its subsidiaries<br>600 Corporate Park Drive<br>St. Louis, MO 63105           |  | <b>INSURER A:</b> The Travelers Indemnity Company of Connecticut       |  | 25682          |
|  |  | <b>INSURER B:</b> N/A  |  | N/A            |
|  |  | <b>INSURER C:</b>  |  |                |
|  |  | <b>INSURER D:</b>  |  |                |
|  |  | <b>INSURER E:</b>  |  |                |
|  |  | <b>INSURER F:</b>  |  |                |

**COVERAGES**
**CERTIFICATE NUMBER:**

CHI-009332375-01

**REVISION NUMBER:** 2

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

| INSR LTR | TYPE OF INSURANCE  | ADDL SUBR INSD WVD | POLICY NUMBER             | POLICY EFF (MM/DD/YYYY) | POLICY EXP (MM/DD/YYYY) | LIMITS   |
|----------|--|--------------------|---------------------------|-------------------------|-------------------------|--|
| A        | <input checked="" type="checkbox"/> <b>COMMERCIAL GENERAL LIABILITY</b><br><input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR<br><input checked="" type="checkbox"/> Fire Damage (Any One Fire)<br>GEN'L AGGREGATE LIMIT APPLIES PER:<br><input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC<br>OTHER: |                    | HC2E-GLSA-474M7351-TCT-19 | 09/01/2019              | 09/01/2020              | EACH OCCURRENCE \$ 3,000,000<br>DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 1,000,000<br>MED EXP (Any one person) \$ 10,000<br>PERSONAL & ADV INJURY \$ 3,000,000<br>GENERAL AGGREGATE \$ 15,000,000<br>PRODUCTS - COMPIOP AGG \$ 3,000,000<br>\$ |
|          | <b>AUTOMOBILE LIABILITY</b><br><input type="checkbox"/> ANY AUTO<br><input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS<br><input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> NON-OWNED AUTOS ONLY  |                    |                           |                         |                         | COMBINED SINGLE LIMIT (Ea accident) \$<br>BODILY INJURY (Per person) \$<br>BODILY INJURY (Per accident) \$<br>PROPERTY DAMAGE (Per accident) \$<br>\$  |
|          | <b>UMBRELLA LIAB</b> <input type="checkbox"/> OCCUR<br><b>EXCESS LIAB</b> <input type="checkbox"/> CLAIMS-MADE<br>DED <input type="checkbox"/> RETENTION \$  |                    |                           |                         |                         | EACH OCCURRENCE \$<br>AGGREGATE \$<br>\$   |
|          | <b>WORKERS COMPENSATION AND EMPLOYERS' LIABILITY</b><br>ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH)<br>If yes, describe under DESCRIPTION OF OPERATIONS below  | Y/N                | N/A                       |                         |                         | <input type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER<br>E.L. EACH ACCIDENT \$<br>E.L. DISEASE - EA EMPLOYEE \$<br>E.L. DISEASE - POLICY LIMIT \$   |

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

Re: GPBR. 2199, Address: 323 Alexander Lee Pkwy., Williamsburg, VA 23185.

Commonwealth of Virginia Department of General Services is/are added as an additional insured where required by written contract with respects to General Liability.

**CERTIFICATE HOLDER**
**CANCELLATION**

|  |   |
|--|---|
| Commonwealth of Virginia Department of General Services<br>Attn: Angela Shearn<br>1111 East Broad Street<br>Richmond, VA 23219 | SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.<br><br>AUTHORIZED REPRESENTATIVE of Marsh USA Inc.<br>Manashi Mukherjee <i>Manashi Mukherjee</i> |
|--|---|

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ACORD 25 (2016/03)

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### Providing Insurance Certificates

In order for an insurance certificate to be of value to a renter, it would be necessary to issue each renter of the Commonwealth's a certificate for each state in which the renter plans to rent/drive. To eliminate the confusion and inconvenience such certificates would cause, our cars contain all the insurance documentation a renter might need. In each of our rental cars, evidence of compliance with a state's financial responsibility laws (in most states this will be a copy of a self-insurance certificate) is kept in the glove compartment of the rental car.

Proof of insurance will not apply if the Commonwealth chooses an option that is exclusive of damage waiver and liability coverage.

Redacted

## A. General Service Requirements

### Primary and Secondary Contracts

|   |  |
|---|--|
| <b>Sharon Patrick</b>   | <b>Kevin Sevilla</b>   |
| Sr. Business Rental Sales Executive                                     | Director of Business Rental Sales  |
| 5253 Indian River Road  | 323 Alexander Lee Parkway  |
| Virginia Beach, VA 23464  | Williamsburg, VA 23185   |
| Ph: 757-855-2947  | Ph: 804-320-5686   |
| Cell: 757-621-0857  | Cell: 954-260-3577   |
| <a href="mailto:sharon.d.patrick@ehi.com">sharon.d.patrick@ehi.com</a>  | <a href="mailto:kevin.j.sevilla@ehi.com">kevin.j.sevilla@ehi.com</a>         |
| <b>Lisa Pickup</b>  | <b>Nicholas Weinberg</b>   |
| Account Supervisor  | Business Rental Sales Manager  |
| 2273 Research Blvd., 7 <sup>th</sup> Floor                              | 2273 Research Blvd., 7 <sup>th</sup> Floor                                   |
| Rockville, MD 20850   | Rockville, MD 20850  |
| Ph: 301-670-8649  | Ph: 240-536-3344   |
| Cell: 703-929-4187  | Cell: 240-876-3344   |
| <a href="mailto:lisa.r.pickup@ehi.com">mailto:lisa.r.pickup@ehi.com</a> | <a href="mailto:nicholas.t.weinberg@ehi.com">nicholas.t.weinberg@ehi.com</a> |

### 1. Conduct of Offeror's Personnel

Our goal is to make travelers happy every time they rent a vehicle. To achieve this, we use an internal system that allows us to access all traveler information, including tracking customer feedback. We analyze this feedback to develop action plans, take preventive steps, and identify the root cause of any customer complaint. Field personnel record every issue and follow adjustments to their resolution. Senior management later reviews the information and enacts measures to ensure the issue does not reoccur.

To ensure customer satisfaction, all new employees are provided thorough customer service training that includes insights into our expectations, and reviews of recent phone conversations. The service representatives are fully evaluated at the conclusion of their coursework. In addition to proficiency in communications and typing, service representatives of all kinds are educated in Enterprise and National's quality process. To enable managers to monitor and coach employees on effective customer service techniques, calls are randomly observed, recorded, and reviewed with service representatives on a weekly basis. Customer satisfaction with telephone and counter service is also reviewed through Enterprise and National's Service Quality indexes, in which renters are polled on their rental experience.

Customer satisfaction is the highest priority to the Enterprise and National brands. Through our program of empowerment, customers can expect professional, courteous and satisfying resolutions from our front-line staff and all staff interactions will be performed in a first-class skillful manner.



## 2. Conduct of Commonwealth of Virginia (CoVA) and Authorized User Personnel

*“CoVA personnel and Authorized Users shall exhibit professional conduct at all times.”*

Enterprise employees will exhibit professional conduct at all times and shall demonstrate a high level of customer service.

## 3. Insurance

### Liability Protection Included

Under the proposed Agreement, Enterprise and National will extend third-party liability protection to the Commonwealth for rentals in the United States. Liability protection covers the renter and authorized drivers against claims (e.g., property damage, bodily injury, etc.) brought by third parties at the limits set forth in the Agreement.

This protection meets or exceeds the legal minimum financial requirement set by laws in all 50 states, the District of Columbia and Puerto Rico.

When liability is included in your Agreement, Enterprise will include a combined single limit protection of \$1 Million for business rentals only when using the Commonwealth's corporate rates. Eligible renters must use the Account Number(s) assigned by Enterprise that has been designated for Business Rentals. In order to ensure the proper rates are utilized, all rentals under this agreement shall be made through a booking channel(s) approved by Enterprise. The Commonwealth's travelers departing from corporate rates—even on a business-related rental—will not receive the liability protection agreed to in the contract.

Combined single limit protection of \$1 Million is not typical within the car rental industry however, our stable financial footing is a distinct competitive advantage, ensuring the long-term viability of your rental program.

### Damage Waiver

When Damage Waiver (DW) is included in the Agreement, it will relieve the Commonwealth's renters and authorized drivers from financial responsibility for loss of or damage to the rental vehicle. It also relieves renters of additional charges such as fees for the vehicle's loss of use, diminishment of value or claims administration expenses. Note that the DW will be null and void if the vehicle was used in a manner prohibited by the rental agreement.

Providing the appropriate rates, terms provisions and protections of your contract is essential to our partnership; because of this, Enterprise and National have implemented a process to ensure the most efficient and trouble-free implementation of your program. Travelers' profiles are prepopulated with the Commonwealth's Account Number for business-use rentals; whenever a reservation is placed using your Account Number, the rates and terms of the contract are recognized and automatically extended to the renter.

Additionally, personal profiles can be set to decline or accept optional protection products to further ensure that the traveler complies with the Commonwealth's travel policy.

All locations, including licensees, honor our commercial agreements, so you can count on the protection offered by DW no matter where you rent with us.

## Deductibles

Damage Waiver, with no deductible, will be applied to business rentals at all Enterprise and National locations, alleviating the driver from any further financial exposure for damage.

## Actions that Void DW

The following are examples illustrative of which acts may be a violation of the agreement and will render the Damage Waiver void. These may differ according to state law and will not necessarily apply to all rentals under the Agreement.

- ☐ The damage or loss is caused intentionally or as a result of willful, wanton, or reckless conduct of the driver.
- ☐ The damage or loss arises out of the driver's operation of the vehicle while intoxicated or impaired by the use of alcohol or drugs.
- ☐ The rental vehicle company entered into the rental transaction based on fraudulent or materially false information supplied by the renter or authorized driver.
- ☐ The damage or loss arises out of the use of the vehicle while engaged in the commission of a crime other than a traffic infraction.
- ☐ The damage or loss arises out of the use of the vehicle to carry persons or property for hire, to push or tow anything, while engaged in a speed contest, operating off road, or for driver's training.
- ☐ The damage or loss arises out of the use of the vehicle by a person other than: an authorized driver, a duly licensed parent or child over the age of 18 who permanently resides in the same household, or a parking valet or parking garage attendant for compensation and in the normal course of employment.
- ☐ The damage or loss arises out of the use of the vehicle outside of the continental United States and Canada when that use is not specifically authorized by the rental agreement.
- ☐ The authorized driver has failed to comply with the requirements for reporting damage or loss as set forth in the rental agreement.

## 4. Price Guarantee

### Best Rating

Enterprise will honor the competitive rates set forth in this proposal.

National's rental and reservation system offers the ability to automatically search for and apply the lowest National rate that meets the parameters of the reservation request (i.e., car class, pick up and return dates, and rental location). This provision is known as Best Rate and is a very effective tool for maximizing the value of your car rental partnership with National.



Not only will National extend the lowest applicable rate for every reservation request, we will also honor the contractual terms and conditions of your agreement when a promotional or noncontract rate is applied. This Best Rate provision is applicable on all business rentals in the United States that are reserved or rented by using the Commonwealth's Account Number.

**Price Guarantee** – Commonwealth of Virginia, Statement of Needs

*"The Commonwealth shall be allowed to take advantage of any special offers, sales, promotions or other reduced rates that are offered by the selected Offeror that result in a lower rate to the Commonwealth."*

**Competitive Pricing** – Commonwealth of Virginia, Terms and Conditions

*"Contractor warrants and agrees that each of the charges, economic or product terms or warranties granted to the Commonwealth pursuant to this Contract are comparable to or better than the equivalent charge, economic or product term or warranty being offered to any commercial or government customer of Contractor. If Contractor enters into any arrangements with another customer of Contractor or with an Authorized User to provide Services under more favorable prices, as the prices may be indicated on Contractor's current U.S. and International price list or comparable document, then this Contract shall be deemed amended as of the date of such other arrangements to incorporate those more favorable prices, and Contractor shall immediately notify DGS of such change."*

[REDACTED]

[REDACTED]

## 5. Rental Period

Based on historical data regarding the Commonwealth's utilization, half-day rentals will be provided at the same rate as a one-day rental.

While there is not a minimum rental period, rentals for less than 24 hours will be charged at the daily rate, regardless of the amount of time the vehicle was out.

### Rental Clock

Enterprise Rent-A-Car and National Car Rental consider 24 hours a one-day rental. For example, if a Commonwealth employee rented a vehicle at noon on Tuesday and returned it at noon on Wednesday, the traveler would be charged for a one-day rental.

Authorized Users who return vehicles after the 24-hour rental period, but within the 25th hour, will not be assessed an additional charge. Vehicles returned after the grace period may be assessed an hourly fee of 33% of the then current vehicle classification rental rate until that hourly fee equals the Daily rental rate of that vehicle classification.

### Weekend Hours

Weekend hours start at 5 p.m. on Friday and end at 12:50 p.m. on Sunday. For rentals commencing at John F. Kennedy or LaGuardia airports in New York the weekend hours are from 1 p.m. Friday through 12:59 p.m. Sunday.

## One-way Travel

In the Commonwealth of Virginia any transaction with the Enterprise brand at one of our non-airport locations completing a one way drop off to another local location or airport within the Commonwealth of Virginia there will be no charge for the following car classes economy, compact, intermediate, standard, full size, intermediate SUV, standard SUV, minivan, and full-size SUV. Commercial Trucks as listed on the pricing under Truck are not included in our one-way program.

## 6. Rental Pick-up and Return



## 7. Reservations

### Reservation System and Process

Enterprise and National offer real-time connectivity to our internal reservation system via multiple booking channels, including direct XML links, our branded websites, the GDS, online travel sites, and through our Contact Center, which is staffed 24 hours per day, 365 days a year. All booking channels have real-time access to vehicle availability and rates, including rate per day and an estimated total that includes taxes, fees, and surcharges.

### Reservation Numbers

Enterprise: 800-736-8222

National: 877-227-7368

### Advanced Notice for Reservations

Customers may walk up to the rental counter and rent a vehicle without reservation. However, because rentals are made based on supply and demand, we recommend that customers reserve a vehicle at least 24 hours before their desired rental time. Specialty vehicles or vehicles rented within peak times may require more notice.

In addition, National will guarantee a vehicle (up to fullsize) for Emerald Club Executive Elite members with any reservation placed at least 24 hours in advance.

### 8. Restrictions

Automotive manufacturers are rapidly diversifying the styles of the fleet offerings making it harder for rental car companies to place vehicle types into specific categories. Furthermore, the dedication to customer service and fast transaction times for renters requires our branches to occasionally provide higher level vehicles to renters at no additional charge.

#### Contract Compliance

However, our reservation system incorporates an automated rate quote program to ensure that the appropriate contractual rates and provisions will be applied. This is driven by an Account Number, which ensures 100 percent compliance with the Commonwealth's corporate contract. Whenever a reservation is placed using this Account Number, the rates and terms of the traveler's corporate agreement are recognized as primary and are automatically extended to the renter. In addition, a traveler's profile can be pre-populated with the Commonwealth's Account Number, to ensure compliance to the corporate negotiated rates, we can set the profile to decline (block) luxury and sport class vehicles.

### 9. Reservation Cancellations

Enterprise and National will not charge a cancellation fee to the Commonwealth's renters in most instances. We only request that you provide us with as much notice as possible so that we may rent the reserved vehicle to another traveler.

#### Cancellation Policy,

Cancellations are accepted up to one calendar day before the reservation date with no penalty. Again, we only request that you provide us with as much notice as possible so that we may rent the reserved vehicle to another traveler.

## Grace Period

Unforeseen circumstances may delay travelers in returning their rental vehicle, and for this reason Enterprise and National have implemented a grace period of 29 minutes beyond the check-in time printed on the rental agreement. A traveler returning a vehicle within the grace period will not incur additional charges. Travelers returning vehicles after the grace period will incur charges based on how many minutes past the check-in time the vehicle is returned:

- If a vehicle is returned one to 59 minutes after it is due, no charge is incurred.
- If a vehicle is returned 59 to 89 minutes after it is due, a one-hour charge is incurred.
- If a vehicle is returned 90 to 149 minutes after it is due, a two-hour charge is incurred.

Travelers wishing to extend their rental period should notify the original rental location, which will then apply the contracted rate to the additional days.

## U.S. Grace Period Charges

Enterprise and National charge 33 percent of the daily rate for hourly charges after the first 59-minute grace period, up to the cost of the daily rate.

## 10. Roadside Assistance

Customers in need of emergency road service in the United States and Canada may call a dedicated 24-hour roadside assistance line. Instructions for contacting the roadside assistance line are included in the rental agreement provided at the counter. For Emerald Club members who choose to bypass the counter and proceed directly to the vehicle, the instructions will be located on the driver's-side visor.

Terms and Conditions for assistance will vary and renters should review these terms before starting their travel.

Travelers using the Enterprise Rent-A-Car App and National Car Rental App also have the ability to press the Roadside button. This allows them to call 911 or be connected with our Roadside team for assistance with items such as flat tires or lockouts.

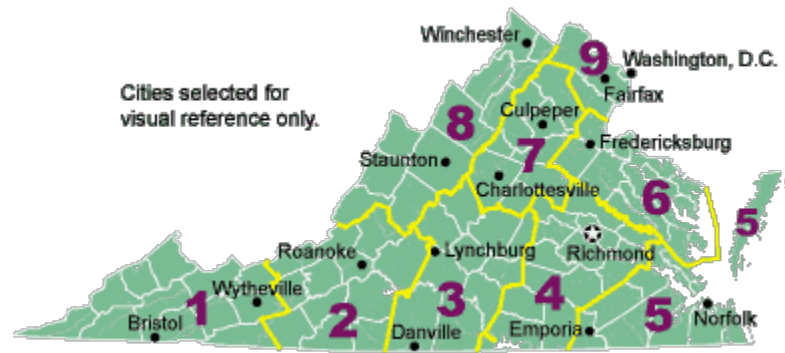
## Additional Details

Emergency road service is available to assist renters when they lose their keys, get flat tires, are involved in accidents, or experience mechanical failure.

## Service Fees

There is no fee for roadside assistance related to mechanical breakdowns. However, charges may apply for service calls related to lost keys, lock outs, flat tire service and running out of gas. \*Note - Cost of replacement tires are not covered by Roadside Assistance Protection.

## 11. Service Locations



## 12. Upgrades

### Vehicle Upgrades

Authorized users with a reservation made 48 hours in advance will receive an upgrade at no additional charge to the next vehicle class should the vehicle class requested not be available. Any reservations made less than 48 hours in advance shall have no size guarantee. Luxury or sport class vehicles will not be allowed as upgrades.

## 13. Vehicle Acceptance

Vehicles are inspected before every rental. Any change in condition that is considered damage is documented in our internal claim system and/or the rental agreement, depending on the brand. If there are any questions regarding what the condition of the vehicle was at the time of rental, this documentation is reviewed to determine responsibility.

## 14. Website Functionality

### a. Reservation Purposes

Enterprise Holdings will make available a functioning, intuitive, and user-friendly web site for the Authorized User's to place vehicle rental reservations. Enterprise will host and maintain the web site at no expense to the Commonwealth for the term of this agreement.

### b. Reporting Purposes

Enterprise and National currently do not offer real-time reporting. While this is being considered as a future enhancement, we choose not to implement a real-time reporting solution until we are entirely certain that it will protect the integrity of the data and that of its users.

## **B. Safety Requirements**

All vehicles in our fleet meet all federal safety standards at the time of purchase. We also ensure that all vehicles are inspected, licensed and registered in accordance with all federal, state and local laws.

As required by law, 100 percent of our vehicles have front driver and passenger airbags. Nearly all of our vehicles also feature anti-lock brakes. More than half of our vehicles feature daytime running lights, a feature which several studies have determined effective in reducing the incidence and severity of daylight multi-vehicle accidents.

Through our Preventative Maintenance (PM) program, vehicle mileage, and service history are each monitored on a computer system which flags vehicles to be scheduled for regular service. Vehicle warning and recalls by manufacturers are monitored via direct contacts with the manufacturers.

To further protect our rental car customers, we have removed all promotional stickers from our fleet. Enterprise and National vehicles carry a discreet identification number on the windshield but are otherwise not identifiable from the exterior as rental cars.

## **C. Vehicle Requirements**

### **1. American's with Disabilities Act (ADA)**

Enterprise and National are committed to providing a range of mobility devices for persons with disabilities. We offer several adaptive driving devices, including hand controls, spinner knobs, pedal extenders, and left-foot accelerators. Where available, these are provided at no charge on a variety of compatible vehicles. Renters who require these devices should contact their local customer service team for further instructions.

### **Installation Timeframes**

Generally, Enterprise and National require 48-hour notice for vehicles to be equipped with mobility devices. However, at certain major airport locations, mobility device-equipped vehicles may be available in 24-hours, with some locations being able to offer devices with as little as 8 hours' notice.

### **Reservations and Customer Service**

We employ a dedicated Renters with Disabilities team, trained in handling inquiries and reservations. For reservations and more information, renters may call:

Enterprise: 866-225-4284 (users of TTY devices use 866-534-9270)

National: 888-273-5262 (users of TTY devices use 800-328-6323)



## 2. Classifications

As required by law, 100 percent of our vehicles have front driver and passenger airbags. Nearly all of our vehicles also feature anti-lock brakes. More than half of our vehicles feature daytime running lights, a feature which several studies have determined effective in reducing the incidence and severity of daylight multi-vehicle accidents. In North America ABS is not required equipment, but approximately 99 percent of our U.S. vehicles are equipped with anti-lock brakes.

| Specifications  | Class and Vehicle                     |   |
|---|---------------------------------------|---|
| Automatic transmission<br>Air conditioning<br>AM / FM   | <b>Economy</b><br>ECAR                |    |
|   | Mitsubishi Mirage<br>or similar       |   |
| Automatic transmission<br>Air conditioning<br>AM / FM / CD  | <b>Compact</b><br>CCAR                |    |
|   | Nissan Versa<br>or similar            |   |
| Automatic transmission<br>Air conditioning<br>AM / FM / CD / MP3<br>Power windows                               | <b>Intermediate / Midsize</b><br>ICAR |   |
|   | Hyundai Elantra<br>or similar         |   |
| Automatic transmission<br>Air conditioning<br>AM / FM / CD / MP3<br>Power windows                               | <b>Standard</b><br>SCAR               |  |
|   | Buick Verano<br>or similar            |   |
| Automatic transmission<br>Air conditioning<br>AM / FM / CD<br>Cruise Control<br>Power Locks / Windows / Mirrors | <b>Full Size</b><br>FCAR              |  |
|   | Nissan Altima<br>or similar           |   |



| Specifications   | Class and Vehicle   |      |   |
|--|---|------|---|
| Automatic transmission<br>Air conditioning<br>AM / FM / CD<br>Power Locks / Windows / Mirrors  | Intermediate / Midsize SUV  |      |    |
|  | IRAR  | IFAR |   |
|  | Nissan Rogue or similar   |      |   |
| Automatic transmission<br>Air conditioning<br>AM / FM / CD<br>Cruise control<br>Power Locks / Windows / Mirrors  | Standard SUV  |      |    |
|  | SRAR  | SFAR |   |
|  | Hyundai Santa Fe or similar   |      |   |
| Room to seat 7 passengers<br>Automatic transmission<br>Air conditioning<br>AM / FM / CD / MP3<br>Cruise control<br>Power Locks / Windows / Mirrors   | Full Size SUV   |      |    |
|  | FRAR  | FFAR |   |
|  | Chevrolet Tahoe or similar  |      |   |
| 14,500 lb. GVWR<br>Approx. 90" high x 96" wide<br>960 approx. cubic feet<br>Up to 7,500 lb. payload<br>Tuck-away lift gates<br>Diesel engines<br>E-track/wood tie-slats<br>Automatic transmissions<br>3-person seating<br>Air-conditioned<br>Power steering/brakes | 16' Box Trucks  |      |  |
|  | 4,000 to 6,000 lbs. Payload<br>Tuck-away lift gates<br>Automatic Transmission<br>Wood tie-slats<br>Power steering/brakes                |      |   |
| 26,000 lb. GVWR<br>Approx. 102" high x 102" wide<br>1,800 approx. cubic feet<br>Up to 10,000 lb. payload<br>Tuck-away lift gates<br>Dock high<br>E-track/wood tie-slats<br>Automatic transmissions<br>3-person seating<br>Air-conditioned<br>Driver air-ride seats | 24' – 26' Box Trucks  |      |  |
|  | 9,000 to 11,000 lbs. Payload<br>Driver air-ride seats<br>Automatic Transmission<br>Dock high<br>Power steering/brakes<br>Wood tie-slats |      |   |

| Specifications   | Class and Vehicle   |   |
|--|---|---|
| Automatic transmission<br>Air conditioning<br>AM / FM<br>Power Locks / Windows /<br>Mirrors<br>Cruise control  | <b>Small Pickup</b><br>SPAR   |    |
|  | Nissan Frontier<br>or similar   |   |
| Automatic transmission<br>Air conditioning<br>AM / FM<br>Power Locks / Windows /<br>Mirrors<br>Cruise control  | <b>Large Pickup</b><br>PPAR   |    |
|  | Ram 1500 Quad Cab<br>or similar   |   |
| 26,000 lb. GVWR<br>Approx. 96" - 102" wide<br>Up to 10,000 lb. payload<br>Tuck-away lift gates<br>Dock high<br>Removable sides<br>Winches/load straps<br>Automatic transmissions<br>3-person seating<br>Air-conditioned<br>Driver air-ride seats | <b>20' – 26' Stakebeds</b>  |    |
|  | 9,000 to 11,000 lbs. Payload<br>3-person Seating<br>Tuck-away lift gates<br>Driver air-ride seats<br>Automatic Transmission<br>Dock high<br>Removable sides |   |
| Room to seat 8 passengers<br>Automatic transmission<br>Air conditioning<br>AM / FM / CD<br>Cruise control<br>Power Locks / Windows /<br>Mirrors  | <b>8-Passenger Minivan</b><br>SVAR  |  |
|  | Toyota Sienna<br>or similar   |   |
| Room to seat 12 passengers<br>Automatic transmission<br>Air conditioning / Dual climate<br>zones<br>AM / FM / CD<br>Cruise control<br>Power Locks / Windows  | <b>12-Passenger Van</b><br>RVAR   |  |
|  | Ford Transit Wagon<br>or similar  |   |
| Automatic transmission<br>Air conditioning<br>AM / FM  | <b>Cargo Van</b><br>SKAR  |  |
|  | Chevrolet Express<br>or similar   |   |

### 3. Higher Miles Per Gallon and Hybrid Vehicles Preferred

Enterprise Holdings, the largest car rental company in the world, owns and operates 2 million cars and trucks — the largest fleet of passenger vehicles in the world today. Our company is committed to providing quality vehicles to the business traveler. With more than 450 makes and models, we continually invest in and replenish our fleet to maintain an average fleet age of eight months.

Our vehicle acquisition team is focused on ensuring that our customers enjoy an optimal balance between the availability of new, low-mileage vehicles and the cost savings that benefit customers when we utilize vehicles in our fleet for longer periods. All of our vehicles are maintained as recommended by the vehicle manufacturer, and all repairs are conducted by Automotive Service Excellence (ASE) certified technicians.

In addition, Enterprise and National work in partnership with manufacturers to provide our customers with a variety of vehicles for all of their transportation needs. We also leverage our manufacturer relationships to introduce new vehicles and new vehicle technologies, as well as alternative-fueled vehicles, to the driving public. With more locations than any other car rental company, we also have the flexibility to move our fleet from the airports to our home-city branches as necessary. This practice allows us to maximize fleet utilization, which benefits our customers by lowering costs and improving our ability to respond to irregular shifts in demand at specific locations.

#### Alternative Fuel Rentals

Hybrid vehicles are available at National locations throughout the country. Travelers may rent hybrid vehicles if they are available at the location at the time of rental. National offers hybrids on a first-come, first-serve basis. A traveler may reserve a vehicle and upgrade to a hybrid in the same car class for no additional charge.

At Enterprise, reservations for hybrid vehicles may be made through all normal booking channels. Pricing is based on a number of factors, including the cost of the vehicle and seasonal demand. There is no additional charge for reserving a hybrid.

### 4. Fuel Requirement

At all Enterprise and National airport locations, vehicles are provided with a full tank of gas. At off-airport locations, vehicles may be provided with less than a full tank of gas.

Both Enterprise and National offer our renters several refueling options. Refueling rates vary by location, and the option selected. Travelers may choose one of the following:

**Option A.** You refuel — The renter replaces all gallons used before returning the vehicle to avoid all refueling charges.

**Option B.** Prepay — At the time of rental, renters may purchase a full tank of gas at competitive industry prepurchase fuel prices. Just ask the rental agents for the Fuel Service Option (FSO). This is available at all airport and select off-airport locations.

**Option C.** We refuel — The renter will be charged the refueling rate based on current local, per-gallon price, plus a fee of up to 50 percent. Corporate locations will cap the maximum refueling charge at \$2 per gallon above current per-gallon prices.

## 5. Model Year

Approximately 40 percent of Enterprise and National's U.S. fleet is composed of cars that are less than six months old, with 42 percent composed of cars that are six to 15 months old. The remainder of the fleet is older than 15 months.

### Licensee Fleet Age

The age of our U.S. licensee fleet is no more than one model-year old.

## 6. Vehicle Defects

### Mechanical Maintenance

Mechanical issues are tended to on a local basis and through the Preventative Maintenance program. More information may be provided should Enterprise and National be selected as a vendor for vehicle rental services.

## 7. Vehicle Mileage

### Fleet Mileage Breakdown

Due to our financial stability we continually invest in and replenish our fleet to maintain an average fleet age of eight months. Approximately 50 percent of Enterprise and National's fleet has fewer than 15,000 miles. Nearly 45 percent has between 15,000 and 40,000 miles. The small remainder of vehicles has more than 40,000 miles.

In Addition, Enterprise and National work in partnership with manufacturers to provide our customers with a variety of vehicles for all of their transportation needs. We also leverage our manufacturer relationships to introduce new vehicles and new vehicle technologies, as well as alternative-fueled vehicles, to the driving public. With more locations than any other car rental company, we also have the flexibility to move our fleet from the airports to our home-city branches as necessary. This practice allows us to maximize fleet utilization, which benefits our customers by lowering costs and improving our ability to respond to irregular shifts in demand at specific locations.

## Executive Summary

ENTERPRISE HOLDINGS.



Enterprise Rent-A-Car and National Car Rental are internationally recognized brands owned and operated by Enterprise Holdings. As North America's largest and most comprehensive car rental company, our brands operate a fleet of 2 million vehicles and a network of more than 10,000 car rental locations in neighborhoods and at airports worldwide. We lead the industry with more than 50 percent of the overall rental market in the U.S. and Canada.

## History

In 1957, Enterprise Rent-A-Car opened its doors and became known for low rates, neighborhood convenience, and outstanding service. Pioneering customer service and location expansion led Enterprise to develop our popular "We'll Pick You Up" service in 1974.

Founded in 1947, National Car Rental is a premium brand serving the daily rental needs of the frequent airport business traveler throughout the United States, Canada, Mexico, the Caribbean, Latin America, and Asia. National helped pioneer the corporate account business in the 1970s and introduced the car rental industry's first comprehensive frequent-renter program, Emerald Club, in 1987.

## Dedication to Service

Today, our brands remain the rental company of choice for our business customers. The Emerald Club continues to expedite the car rental process for time-sensitive corporate travelers by offering counter bypass and automatic e-receipts as well as car choice. The Emerald Club enables customers in the United States to quickly choose their own vehicles without any paperwork and simply drive away.

Enterprise now has more than 7,800 neighbourhood and airport locations across the globe. There are more than 5,800 U.S. Enterprise offices to serve our clients wherever they do business — all within 15 miles of 90 percent of the U.S. population.

Our brands are uniquely positioned to serve all your business' car rental needs — both at the airport and locally — with more vehicles and locations than all of our major competitors.

## Customer Satisfaction

Customer service is the highest priority at Enterprise and National. Our brands consistently take the top spots for satisfaction among rental customers around the world.

In addition to numerous industry awards and third-party surveys, we use a variety of internal processes to measure our customers' satisfaction, including our Service Quality index (SQi), Quality Service Process, and Brand Integrity Assessments. All of this ensures we are exceeding expectations worldwide while continually improving and distinguishing our service from the competition.



## Looking Toward the Future

We are committed to managing our business sustainably and for the long term — continuously working to balance the interests of our customers, our employees, and the parts of the world we touch with our business. Our environmental initiatives include:

- Embracing new, cleaner fuels
- Increasing our fuel-efficient fleet
- Offsetting carbon emissions
- Offering hybrid vehicles
- Planting 50 million trees in 50 years
- Funding alternative fuel research

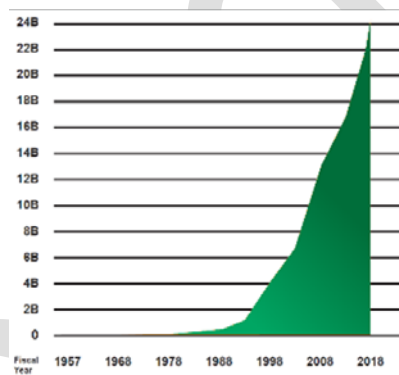
As the only investment-grade company in the car rental industry, our stable financial footing is a distinct competitive advantage, ensuring the long-term viability of your rental program.

Enterprise Rent-A-Car and National Car Rental combine the expertise and industry-leading value to provide your travelers the most comprehensive option in the marketplace. We are committed to providing a wide array of options to more Commonwealth travelers in 2019 and beyond.

## Financial Highlights and Credit Outlook

Ranked No. 13 on the Forbes America's Largest Private Companies list, Enterprise Holdings, the operating company of National Car Rental and Enterprise Rent-A-Car, is unparalleled in size, strength and stability. As a privately held company, it is not our practice to publicly distribute consolidated financial information. However, our conservative and disciplined long-term approach to managing our business has earned us, by far, the strongest balance sheet in our industry. This has made us the only investment-grade car rental company. Our current credit ratings are as follows: Standard and Poor's — A-, Moody's — Baa1.

### Global Revenue IN BILLIONS



**FY 2018** \$24.1 billion

**FY 2017** \$22.3 billion

**FY 2016** \$20.9 billion

**FY 2015** \$19.4 billion

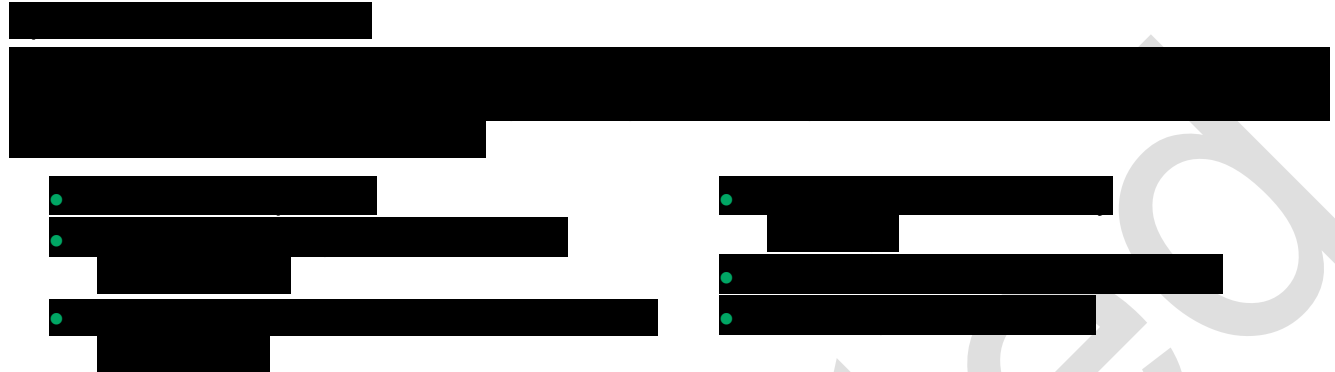
**FY 2014** \$17.8 billion

Revenue includes Enterprise Fleet Management, which was spun off from Enterprise Holdings Aug. 1, 2011.

|                                       | Long-Term Debt | Commercial Paper | Outlook |
|---------------------------------------|----------------|------------------|---------|
| Moody's                               | Baa1           | P-2              | Stable  |
| Standard + Poor's                     | A-             | A-2              | Stable  |
| Dominion Bond Rating Service [Canada] | A [low]        | R-1 [low]        | Stable  |

## Business Rental Program

Enterprise and National have always been at the forefront of delivering the most efficient and cost-effective way for business travelers to rent cars. Now, the Enterprise and National Business Rental Program affords our corporate customers even more value, speed, and convenience.



## Complimentary Emerald Club Membership

Emerald Club membership offers privileges that get your travelers on the road as quickly and efficiently as possible. Benefits include:

- Counter bypass
- Access to the Emerald Aisle
- Increased benefits for more frequent renters
- Only frequent renter program accepted at two rental car brands
- Choice of reward
- Automatic e-receipts
- 24-hour roadside assistance
- One Click Reservations
- Online member profile management tool



## One-Way Rentals

In the Commonwealth of Virginia any transaction with the Enterprise brand at one of our non-airport locations completing a one way drop off to another local location or airport within the Commonwealth of Virginia there will be no charge for the following car classes economy, compact, intermediate, standard, full size, intermediate SUV, standard SUV, minivan, and full-size SUV. Commercial Trucks as listed on the pricing under Truck are not included in our one-way program.

## General Aviation/FBO Service

For the Commonwealth's VIPs who use corporate or chartered jets, we not only offer the industry's only total coverage of private U.S. jetports, but we also provide a General Aviation/FBO booking tool. This online tool allows your executives to book a car to be waiting at any private airport across the United States. The reservation will automatically match your chosen FBO with a servicing Enterprise branch.





Daily rates make up only 60 percent of overall rental costs; taxes and fees complete the total rental cost.

Approximately 40 percent of what determines total cost will be overlooked if daily rental price is the only focus.

### Instant Savings

Enterprise and National can save you money before your renter's even reserve a vehicle. Because we do not charge certain unnecessary fees like our competitors, invoices will not have:

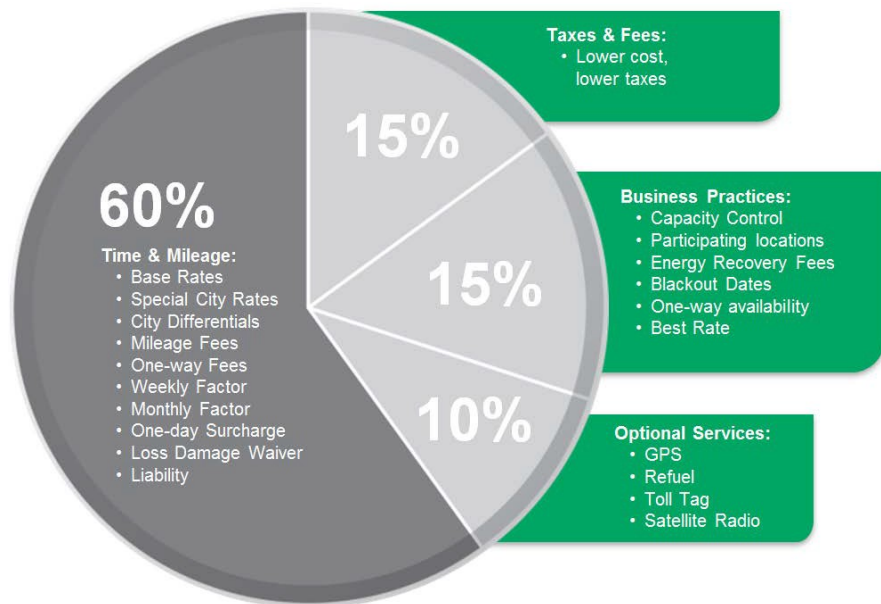
- Fuel recovery fees
- Cancellation fees
- Early return fees
- Drop fees at most locations
- No-show fees
- Rental extension fees

### Refueling

In the event that Enterprise or National refuels your rental vehicle, the renter will be charged the refueling rate based on current self-service, per-gallon pricing, plus a fee of up to 50 percent, never to exceed \$2 at corporate locations.

### Energy Recovery Fees

As opposed to our competitors, Enterprise and National do not charge energy recovery fees.



For more than 30 years, Emerald Club has been synonymous with National Car Rental and our reputation as premium supplier to the corporate traveler. Members enjoy faster transactions, greater choice, and special recognition while renting across our worldwide network. We offer complimentary Emerald Club membership for each traveler.

|  |  |  |  |
|---|---|---|---|
|   | <b>Emerald Club</b>   | <b>Emerald Club Executive</b>   | <b>Emerald Club Executive Elite</b>   |
| <b>Dedicated Phone Line</b>   | 800-328-1234  | 800-732-2109  | 888-836-3725  |
| <b>Requirements</b>   | Complimentary Membership  | 12-24 Rentals or 40-84 Days   | 25+ Rentals or 85+ Days   |
| <b>Speed &amp; Choice</b><br>Counter bypass; pay midsize rate                     | The Aisle (Midsize or better)   | Executive Area (Fullsize or better)   | Executive Area (Fullsize or better)   |
| <b>Drop &amp; Go</b><br>Emailed rental receipts                                   | ✓   | ✓   | ✓   |
| <b>Earn with Enterprise</b><br>At participating Enterprise locations              | ✓   | ✓   | ✓   |
| <b>Free Rental Days</b><br>Credits required for one rental day                    | <b>7</b>  | <b>6</b>  | <b>5</b>  |
| <b>Online Reservations</b>  | ✓   | ✓   | ✓   |
| <b>Special Offers</b>   | ✓   | ✓   | ✓   |
| <b>Free Additional Driver</b><br>Family members and business associates           | ✓   | ✓   | ✓   |
| <b>Guaranteed Upgrades</b><br>Vehicles reserved at Midsize rate                   |   | ✓   | ✓   |
| <b>Guaranteed Vehicles</b><br>with 24-hour notice, up to fullsize vehicle         |   |   | ✓   |
| <b>FBO Service</b><br>Private airport delivery                                    |   |   | ✓   |

### Competitor Status Match

National will work with the Commonwealth to identify current travelers who qualify for higher levels of membership in Emerald Club based on either existing membership in a competitive loyalty program or on the number of rentals or rental days completed during the past 12 months. By providing travelers with appropriate levels of membership, we ensure that your travelers will experience the quality of service that they deserve.

| National Membership Levels   | Hertz Membership Levels | Avis Membership Levels |
|------------------------------|-------------------------|------------------------|
| Emerald Club                 | Hertz Gold              | Preferred              |
| Emerald Club Executive       | Five Star Hertz Gold    | Avis Preferred Plus    |
| Emerald Club Executive Elite | President's Circle      | Avis President's Club  |

### Emerald Club Aisle Service

At most major North American airport locations, members with a midsize car reservation can bypass the rental counter and proceed to the Emerald Aisle. There they may simply choose any vehicle — midsize or larger — parked on the Aisle and, after a brief stop at the exit booth, be on their way. Regardless of the vehicle selected, a member pays only the reserved midsize rate.

### Free Upgrades at Midsize Rate

Approximately 80 percent of all Emerald Club rentals include a one car-class upgrade. Our award-winning Emerald Club program provides choice of vehicle from the Emerald Aisle and Emerald Reserve. Emerald Club Executive and Executive Elite members are rewarded with an upgrade for every rental with a midsize reservation.

### Mobile App

The National Car Rental App caters to all National travelers, with additional features for Emerald Club members. The app features Trip Tracker, which detects where in the rental cycle the member and provides timely actions at each stage, from booking a reservation to returning the car. Using the app, customers may make reservations and review location information. Emerald Club members may also manage their upcoming trips, renter profile, and view reward balance.



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### Virtual Aisle

The National app's Virtual Aisle provides Emerald Club members with efficiency and control over their vehicle selection at locations where Emerald Aisle service is not available. Now with expanded service at 21 of National's U.S. rental facilities, the Virtual Aisle allows Emerald Club members to see the real-time inventory available at select airport locations, then choose the specific car they wish to drive.

### *Emerald Checkout*

The Emerald Checkout feature of the National Car Rental app is now available for use more than 60 locations across North America. Emerald Club members simply scan a bar code on the car they've selected from the Emerald Aisle, confirm rental details, and show their phone and driver's license at any exit booth. Emerald Checkout decreases the time at the booth from roughly 90 to 30 seconds.

### *Arrival and Return Alerts*

Available in North America, Arrival Alerts are sent one hour before the scheduled rental time and include reservation details and instructions for picking up the vehicle. Members renting two days or longer in North America will also receive an email four hours in advance of their scheduled return which will include location details, a link to a map guiding the customer to the return location and contact information.

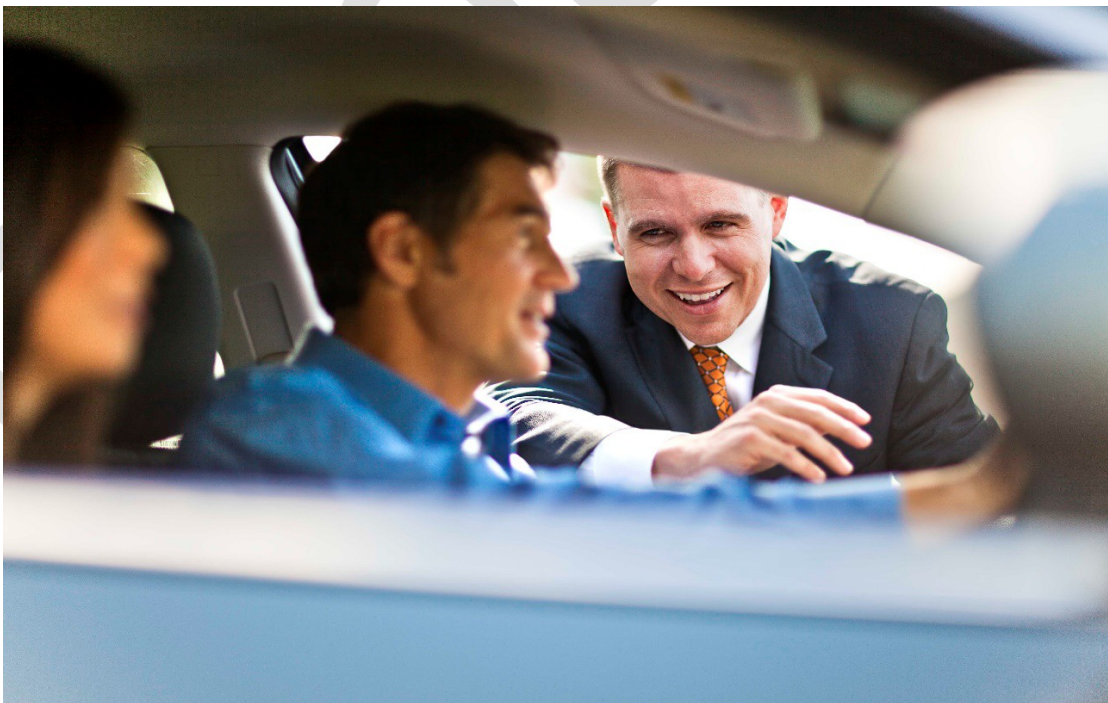
### *Drop & Go*

At the time of rental return, Emerald Club renters may leave the key in the car and depart the lot if the car has not been damaged during the rental. There is no need to wait for an agent to check them in, and the renter will receive an e-receipt automatically. This service is available at any of our participating North American locations.

### *The Emerald Club at Enterprise Rent-A-Car*



Members of Emerald Club enjoy faster reservations, quicker rentals, and member discounts. The Emerald Club allows Enterprise travelers to create personal profiles, including payment information, further expediting the reservation process for repeat renters. Emerald Club members who rent from Enterprise will earn rental credits toward higher status. This gives travelers more than 6,000 additional locations where they can earn credits with our loyalty program.





### Availability

Having a car ready to drive at the right place and time requires careful fleet management, and our operations and headquarters staffs analyze vehicle requirements hourly for each location. In addition, our representatives behind the counter are empowered to make adjustments to ensure customer satisfaction.

### Car Class and Manufacturers

Enterprise and National have more vehicles to suit your business needs. With more than 450 makes and models, you are able to choose from a variety of specialty vehicles, such as cargo vans, passenger vans, pickup trucks, SUVs, commercial trucks, and luxury cars.

### Fleet Maintenance

An appropriately maintained fleet promotes safety, enhances customer satisfaction, saves on significant repair costs, and lessens the environmental impact.

Through the Preventative Maintenance (PM) program, vehicle mileage and service history are monitored, and vehicles are flagged for regular service. These inspections at manufacturer-specified intervals ensure the safety and reliability of every vehicle. The service program adjusts or replaces any component as needed to conform to manufacturer specifications, including brakes, tires, and lubrication.

In accordance with the manufacturer's specified interval, a PM-generated control is issued. Vehicles may be removed from operation until they can be restored to our safety and comfort standards. All of this ensures travelers do not encounter problems.

### Navigational Systems

Portable GPS devices are currently available at participating Enterprise and National locations across North America and can be used in any vehicle. GPS devices feature simple touch-screen operation with automatic route calculation. Renters are also able to make hands-free calls with Bluetooth wireless technology when pairing with a phone.

### TollPass

In participating states, Enterprise and National can provide your renters with multiple streamlined toll solutions. Our TollPass programs allow renters to bypass the cash toll lanes and use the quicker express lanes and open video tolling options on toll roads and highways. Renters will incur toll pass charges only on days that the traveler uses toll roads. In contrast, our competitors apply toll charge fees for the entire rental period, even on days when the traveler does not use toll roads.

### Airport Rental Locations

Enterprise Rent-A-Car and National Car Rental have a comprehensive network of airport locations in the United States. Our brands service all major and regional airports. National and Enterprise's U.S. airport location network consists of 696 locations. Approximately 89 percent of our U.S. airport locations are located on airport premises. Our global airport location network consists of 1,193 locations, 89 percent of which are on airport premises.

| On vs. Off Airport Locations in the United States | Enterprise Rent-A-Car |     | National Car Rental |     | Total |     |
|---|-----------------------|-----|---------------------|-----|-------|-----|
|   | On                    | Off | On                  | Off | On    | Off |
| Locations   | 312                   | 71  | 306                 | 7   | 618   | 78  |
| Total   | 383                   |     | 313                 |     | 696   |     |
| Percent   | 81%                   | 19% | 98%                 | 2%  | 89%   | 11% |

| Global On vs. Off Airport Locations | Enterprise Rent-A-Car |     | National Car Rental |     | Total |     |
|-------------------------------------|-----------------------|-----|---------------------|-----|-------|-----|
|                                     | On                    | Off | On                  | Off | On    | Off |
| Locations                           | 540                   | 90  | 521                 | 42  | 1,061 | 132 |
| Total                               | 630                   |     | 563                 |     | 1,193 |     |
| Percent                             | 86%                   | 14% | 93%                 | 7%  | 89%   | 11% |

### Home-City Locations

Enterprise Rent-A-Car and National Car Rental operate an extensive network of more than 5,300 local, neighborhood offices in the United States. With an Enterprise location within 15 miles of 90 percent of the U.S. population, we are conveniently located in the same communities in which the Commonwealth's employees live and work.

### Corporate and Licensee Locations

In the United States, 99 percent of Enterprise and National's location network is corporately owned. Globally, 89 percent of locations are corporately owned.

### 100 Percent Licensee Participation

Each of our more than 6,600 North American locations honors the terms and provisions of our commercial agreements such as Damage Waiver (DW) and liability protection, guaranteeing contract compliance.

Enterprise and National offer account management tools to help track car rental usage and expenditures:

- ☐ Personal account representatives ready to help meet your needs.
- Billing options — personal and business credit cards or centralized billing.

Enterprise Rent-A-Car and National Car Rental will provide you with dedicated account managers and customer service representatives. Your account managers are available to:

- ☐ Develop a customized program with contracted rates, terms, and provisions.
- ☐ Proactively manage your account.
- ☐ Provide on-going support.
- ☐ Conduct account reviews.
- ☐ Personally address customer service issues.



We are committed to managing your corporate travel program and overseeing the enforcement of your travel policy. All stages of the implementation process will be handled by your account managers, with support from an administrative staff. These processes provide the most efficient and trouble-free implementation of your rental program and guarantee our ability to provide your travelers with all agreed-upon conditions of your contract.

The education of both travelers and travel agents connected to your company is also an important component of the implementation process. To aid in communicating your selection of Enterprise and National as your preferred suppliers, you will be provided with:

- ☐ Program documents for posting on internal websites or in traveler communication emails.
- ☐ Travel seminars, if necessary.
- ☐ Travel Agency Booking Guides.

While these processes are very effective in building a solid partnership, it is important to consistently review the success of implementation procedures. Therefore, your dedicated account manager will conduct regular overviews with you during your first several months partnered with Enterprise and National. Steps will be revised and repeated as needed until Enterprise, National and the Commonwealth of Virginia are satisfied with the results.

### Quarterly Account Review

Typically, we meet with corporate accounts once per quarter to conduct productivity meetings and uncover cost-saving opportunities. Our team of seasoned travel management experts will oversee the implementation and management processes of your corporate travel program with additional support coordinated from administrative staff in each of your key markets. Our processes ensure the most efficient implementation and maintenance of your rental program. Our ability to provide your travelers with all the agreed upon conditions of your contract anywhere in the world demonstrates our commitment to exceed your expectations with every rental.

### Highly Customizable Management Reporting

Our advanced information system has the capacity to collect, store, and analyze rental activity data to provide you with a full range of management reports tailored to your needs. Our reports offer a variety of standard and user-specified data fields, and are available when you want them: monthly, quarterly, or as needed. All standard management reports are available at no cost to the Commonwealth. Reports can be provided on paper or in a variety of electronic formats.

Redacted



At Enterprise Holdings, a commitment to environmental sustainability is integrated into every aspect of our business. We know that embracing sustainable practices will lead to good outcomes not only for our business, but also for the environment, our employees, and our customers.

### Hybrids and Fuel-Efficient Vehicles



Owning and operating the world's largest fleet of rental vehicles is a responsibility we take very seriously. Eco-friendly fleet vehicles are in high demand by the public and car rental companies. As production of these vehicles continues to rise, Enterprise and National will continue to increase our fleet inclusion of:

- Hybrid Vehicles
- Electric Vehicles
- Alternative Fuel Vehicles
- Highly Fuel-Efficient Vehicles

### Airport Shuttles

Beyond our passenger vehicles, we are also the first major company in our industry to shift our fleet of more than 500 airport shuttle buses to alternative fuels. Currently, 98 percent of our airport shuttle buses are hybrid models or operate on biodiesel, synthetic diesel or compressed natural gas. This move by Enterprise and National saves millions of pounds of carbon emissions.

### Enterprise CarShare and Commute with Enterprise

- Enterprise CarShare is an efficient, cost-effective, and convenient transportation solution, delivering speed and economy to organizations and individuals looking for a more sustainable transportation alternative.
- Commute with Enterprise reduces traffic congestion, commuter times, and driving costs, as well as vehicle emissions and fuel consumption. A typical Commute with Enterprise vanpool program involves seven to 15 coworkers riding together, with each paying a low monthly rate.

### Renewable Fuels and Environmental Technology

Our commitment to the future goes beyond investing in technologies already in the marketplace — we are also investing in research to find the next sustainable alternative. In 2006, our owners gave a \$35 million endowment to the Donald Danforth Plant Science Center to form the Enterprise Rent-A-Car Institute for Renewable Fuels. The Institute focuses on using algae to produce third-generation biofuels that could someday be used on a large scale to power cars, trucks, and aircraft.

### Repurposing and Recycling

Part of our mission for sustainability includes limiting the amount of material waste our company produces. For example, Enterprise Holdings refines/recycles:

- Approximately 95 percent of the oil used in our vehicles
- Virtually all used oil filters — more than 1 million annually
- More than 1,000 tons of damaged windshield glass
- Around 2,000 tons of spent tires each year

### Offsetting CO<sub>2</sub>

Enterprise Rent-A-Car and National Car Rental offer our customers the option of using carbon offsets through TerraPass. Renters can opt to contribute \$1.25 per rental to help fund projects that offset CO<sub>2</sub> in the environment. In a continued effort to support this project, we will match each contribution up to \$1 million.

### 50 Million Tree Pledge

For Enterprise's 50th anniversary, the company teamed up with The National Arbor Day Foundation and pledged to plant 50 million trees in the next 50 years in National Parks across the United States, Canada, and Europe. The 50 Million Tree pledge is our way of ensuring that the long-term effects of continued gasoline usage are being counteracted.

More information about these environmental initiatives and much more may be found at [enterpriseholdings.com/sustainability](https://enterpriseholdings.com/sustainability).

### Stability

Ranked No. 13 on the *Forbes* America's Largest Private Companies list, Enterprise Holdings, the operating company of Enterprise Rent-A-Car and National Car Rental, is unparalleled in size, strength, and stability. Our conservative and disciplined long-term approach to managing our business has earned us, by far, the strongest balance sheet in our industry. This has made us the only investment-grade car rental company. Standard and Poor's Rating Services recently raised Enterprise Holdings' credit rating to BBB+ due to our improved financial profile, with "stronger credit ratios due to continued strong cash flow and substantial debt reduction." Moody's Investors Service also upgraded its outlook on the company from stable to positive.

### Customer Service

Quality, customer service, and value are three elements that make Enterprise and National the logical choice for the Commonwealth. We have developed an advanced global system dedicated to customer satisfaction. At Enterprise and National, we define value as providing our customers with a premium level of service for a fair price. Renting with Enterprise and National means your car will be there when you need it, our associates will ensure you know the way to your destination, and we will provide you with the fastest check-in and check-out services in the industry.

### Environmental Leader

At Enterprise and National, we continuously work to balance the interests of our customers, our employees, and the parts of the world we touch with our business. Our environmental policy is at the core of that desire to manage our business sustainability for the long term. Our policy focuses on increasing energy efficiency throughout the organization to help better control costs and reduce environmental impact.



### Cultural Compass



It is a simple, proven fact: diverse companies perform better. They compete more effectively for talent, they cultivate more loyal customers, they have fewer conflicts, and they can better spot opportunities. Our future success depends on our ability to reach out to people of all backgrounds, including new and existing customers, current and future employees, and service providers. We must build a workforce that reflects the diversity of the marketplace we serve, and

we must continue to extend ourselves to new, growing and ever-changing communities and populations.

## Community Member

Enterprise and National are local companies that have a presence in thousands of neighborhoods and airports across the globe. We are a positive economic force in our communities, creating meaningful jobs, and purchasing millions of dollars' worth of goods and services through local businesses. We actively support thousands of organizations and donate millions of dollars each year to a variety of causes. Business cannot be a one-way street; good will makes good sense. But when we give back, we need to think strategically to make sure that we use our charitable dollars to do the most good in a given community. We also need to think out of the box: it is not always about dollars. It is about time, dedication, longevity, and maximum impact. The overall goal is to advance the interests and priorities of our company and of the people we serve.

## Total Transportation Solution

The total transportation solution provided by Enterprise and National can bring incremental value to the Commonwealth in many ways. The following are some creative ideas leveraging the use of each brand, as well as different divisions within our company:

- Emerald Club membership allows your travelers to bypass the rental counter and choose the vehicle they would like to drive while saving your company money. Midsize rate compliance is maximized while also maximizing your travelers' satisfaction, making both the Commonwealth and the traveler happy. Emerald Club also provides benefits such as expedited rental and return processes, and reward choices.
- Our off-airport network of more than 6,700 Enterprise locations helps reduce the amount of money spent on airport surcharges and fees. Reduction of airport surcharges can substantially reduce the cumulative amount spent for travel expenses.
- The "Virtual Car" works as an alternative to owning a pool of vehicles. By renting a vehicle, the Commonwealth will incur charges only when the vehicle is needed. The expense of owning and maintaining a vehicle will be left to us.
- Along with all the above solutions provided to meet all of the Commonwealth's transportation needs, Enterprise and National can provide marketing and public relations support for any co-branded press releases or marketing materials to promote our partnership.





## FLEET MANAGEMENT

for businesses to manage their fleets — on average 15 to 125 vehicles — at the highest productivity levels and lowest cost. Fleet Management offers the products and services that customers need, such as:

- Vehicle acquisition
- Fleet financing
- Fleet maintenance
- Fleet insurance services
- Fleet fuel management
- Fleet credit card services
- License and registration
- Vehicle disposal
- Reporting and Internet tools

More importantly, Enterprise Fleet Management is committed to providing a level of local customer service that is unmatched in the industry.

## car sales



Enterprise Car Sales offers customers one of the industry's most diverse, continually revolving inventories of more than 120 makes and models. Our inventory is comprised of high-quality, low-mileage, ASE-certified (Automotive Service Excellence) used vehicles — mainly from our car

rental fleet.

Car Sales offers what we have dubbed our Perfect Used Car Package. This includes:

- Haggle-Free Buying
  - No-haggle pricing set below Kelley Blue Book standards
  - Vehicle certification
  - Trade-ins and financing
- Worry-Free Ownership
  - Seven-day repurchase agreement
  - 12-month/12,000-mile Limited Powertrain Warranty
  - Vehicle service contracts
  - Enterprise roadside assistance
  - Free Vehicle History Report from CARFAX



## Tab III: Experience in Providing Similar Service

### Background and Experience

With 100,000 employees, 2 million vehicles, and annual revenue of \$24.1 billion (together with affiliate Enterprise Fleet Management), Enterprise Holdings is the largest car rental service provider in the world.

Headquartered in St. Louis, Missouri, our company is an independently-owned, private corporation operating the Enterprise Rent-A-Car and National Car Rental brands, along with several other operational divisions all dedicated to providing our customers with an easy and efficient total transportation network.

Enterprise Rent-A-Car is known for operating the largest fleet of passenger vehicles in the world and our extensive network of locations worldwide. We are the first choice for business travelers who need to rent near their homes or offices while providing their companies savings. To accommodate home-city rentals, Enterprise has branch offices located within 15 miles of 90 percent of the U.S. population.

National Car Rental has long been favored by frequent renters at airports for speed and vehicle choice. We introduced the car rental industry's first comprehensive frequent-renter program, Emerald Club, in 1987. Today, Emerald Club continues to expedite the car rental process for time-sensitive corporate travelers by offering counter bypass, automatic e-receipts, and car choice — which enables customers to quickly choose their own vehicles without any paperwork and simply drive away.

Collectively, the Enterprise family of companies operates a network of more than 10,000 car rental locations in neighborhoods and at airports worldwide and is the most comprehensive service provider in the industry, unparalleled in size, strength, and stability. With our brands, Enterprise Holdings gives businesses the service, value, and convenience they expect from the brands they have come to know and trust — and the most comprehensive business rental solution in the marketplace.

### Implementation

As the incumbent supplier to the Commonwealth our implementation solution would mirror our initial process - with the same goal in mind. To review, revise and repeat the solution steps until Enterprise, National and The Commonwealth of Virginia are satisfied with the results.

Your dedicated account manager is committed to managing your corporate travel program and overseeing the enforcement of your travel policy. All stages of the implementation process will be handled by your dedicated account manager. These processes provide the most efficient and trouble-free implementation of your rental program and guarantee our ability to provide your travelers with all agreed upon conditions of your contract.

Your account manager and their team will revisit each step in the implementation timeline, monitor the progress leading up to the effective date of the contract, and ensure all items are addressed and communicated. Subject to regular review, the timeline is a very effective tool in ensuring that no item, regardless of how minor, is missed as we work to integrate Enterprise and National into your company's travel program.

While these processes are very effective in building a solid partnership, it is important to consistently review the success of the implementation procedures. Therefore, your dedicated account manager will conduct regular overviews with you during the first several months after the continued partnership with Enterprise and National is under way.

We have provided an implementation timeline for the Commonwealth's review as [Appendix C](#).

### Key Personnel

We have provided the Commonwealth a concise but thorough description of key personnel that will be involved with the Commonwealth's account. This information is provided along with an organizational chart under the Approach and Methodology portion of our response. [Please see page 73](#).

Redacted

## References

|                    |  |
|--------------------|--|
| Contact Name       |  |
| Company Address    |  |
| Contact Phone      |  |
| Contact Email      |  |
| Length of Alliance |  |
| Contact Name       |  |
| Company Address    |  |
| Contact Phone      |  |
| Contact Email      |  |
| Length of Alliance |  |
| Contact Name       |  |
| Company Address    |  |
| Contact Phone      |  |
| Contact Email      |  |
| Length of Alliance |  |



Reference Letter 1

[REDACTED]



[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Reference Letter 2

Redacted

Reference Letter 3

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

owens-minor.com

Any Current or Outstanding cases brought against the company by clients within the past two years.

With a combined fleet of more than 1.2 million rental cars and a combined employee base of more than 90,000 in North America, at any given time the company is named in hundreds of lawsuits and occasional government investigations. The vast majority of these lawsuits pertain to auto liability claims, some of which may involve auto defects. Other representative litigation includes employment matters, antitrust, patent and/or copyright, etc. None of the pending litigations and investigations are believed to be material, nor would they affect our ability to perform the obligations under this RFP. Additional information can be furnished upon request.

### Percentage of Overall Business that is Tourism Related.

Enterprise Holdings considers this proprietary information and not relevant to the scope of work concerning the Commonwealth.

### Awards and Accolades

#### Enterprise Ranks "Highest in Rental Car Customer Satisfaction" Five Years in a Row

For the fifth year in a row, Enterprise Rent-A-Car was ranked "Highest in Rental Car Customer Satisfaction" in the J.D. Power North American Rental Car Satisfaction Study<sup>SM</sup>. The study surveys business and leisure travelers who rented vehicles at North American airports.



*Enterprise received the highest score in the J.D. Power 2014-2018 North America Rental Car Satisfaction Studies of customers' satisfaction with their airport rental car experience. Visit [jdpower.com/awards](http://jdpower.com/awards).*

#### BTN Survey 2019

For 2019, National earned its fifth straight victory in the annual BTN Car Rental Survey. National's average score across 11 criteria beat all competitors, as it has every year since BTN launched the survey. National's strongest areas according to the survey were clean, well-serviced cars; perks, amenities and upgrades for VIP travelers; as well as efficient pickup/drop-off and efficient lines.

#### Travvy Awards

For 2019, Enterprise Rent-A-Car earned gold Travvy awards in the following car rental categories: Overall, Domestic, Luxury/Exotic Fleet, and Website. Enterprise also received a silver award for Best International Car Rentals.

The awards recognize the highest standards of excellence in the travel industry and honor brands across the travel industry that are considered the best of the best by travel agents and consumers.



#### Newsweek's Best Customer Service 2019

Enterprise Rent-A-Car took the top spot in the Car Rental Services category of Newsweek's inaugural America's Best Customer Service list. Enterprise CarShare also ranked second in the Car Sharing category.

The rankings analyzed data across 141 retail categories to highlight the companies with the best customer service.

### World's Best Car Rental Agency

For the sixth year in a row, National Car Rental was named the World's Best Car Rental Agency by *Travel + Leisure* magazine for 2019, with Enterprise once again earning second place. Readers ranked National above the competition because of the Emerald Club loyalty program, counter bypass services, diverse fleet, and specialty vehicles.

### Best Car Rental Company

National Car Rental was again named the Best Car Rental Company in North America by *Business Traveler* magazine for 2018. The award demonstrates National's commitment to consistency of service and innovation in delivery for business travelers.



### Verification of stated qualifications should be provided with the Offeror's Response.

Enterprise will specifically tailor a program based on the unique requirements of the Commonwealth of Virginia. We have the ability to offer you programs consisting of rental, insurance, superior customer service and more. Our goal is to provide the same value to the Commonwealth that we have to many others across the nation.

Our resources are available to our customers through a professional and personalized approach. The Commonwealth will have access to dedicated, local account managers as well as customer service representatives that are specifically assigned to ensure the highest level of customer service. The Commonwealth's account teams will meet with you regularly, and in person, to develop and evolve your customized transportation solutions.

Our local Enterprise branches stand ready to meet the transportation needs outlined in this RFP. During the initial phase of implementation, with advance notice, all of the Commonwealth's top rental locations are available for reasonable inspections as deemed necessary by both the Commonwealth and Enterprise Holdings.

## Solution

Enterprise has been delivering transportation alternatives since 1957. As other car rental companies focused on airports, our founder Jack Taylor took a different path. The concept began in the lower level of a St. Louis car dealership, where Jack and a handful of colleagues worked hard to serve their customers. It was those early customers who shaped our business model.

They told us they wanted to rent cars where they live and work. And we listened, building an unparalleled neighborhood network of Enterprise Rent-A-Car locations in communities across North America and Western Europe. Then, in 2007, we acquired the National Car Rental and Alamo Rent A Car brands, which quickly bolstered our presence at the airport.

Today, our global network offers a total transportation solution – including sustainable mobility options – that extends around the world and well beyond day-to-day car rental.

## Industry Leaders

**Cost savings.** Enterprise and National can save you money before your renter's even reserve a vehicle. Because we do not charge certain unnecessary fees, the Commonwealth's invoices will not have:

- Fuel recovery fees.
- Cancellation fees.
- Early return fees.
- Drop fees at most locations.
- No-show fees.
- Rental extension fees.

**Financial strength.** Our company's financial strength and stability is unmatched in our industry. This is attributed to the disciplined, long-term approach to managing the business. Additionally, as a privately held company, we are not pressured by quarterly earnings expectations. Overall, this gives us a significant advantage over our competitors.

**Rental location network.** We offer an unparalleled network of more than 6,000 home-city and airport branch offices in the U.S., with an Enterprise location within 15 miles of 90 percent of the U.S. population. Simply put, we are extremely accessible and as a result, make it incredibly convenient to rent a car.

**Customer service.** We collect customer satisfaction results from a variety of sources to ensure we are meeting our customers' needs. Those sources include customer satisfaction surveys such as the J.D. Power and Associates Domestic Car Rental Satisfaction Survey, customer service inquiries, and from independent research service providers. In addition, our company has won numerous awards, all of which have given us global recognition as a customer leader across all industries.

**Business rental growth.** Our dual-brand approach, combined with competitive pricing, has led to the acquisition and retention of many large corporate accounts within the last three years.

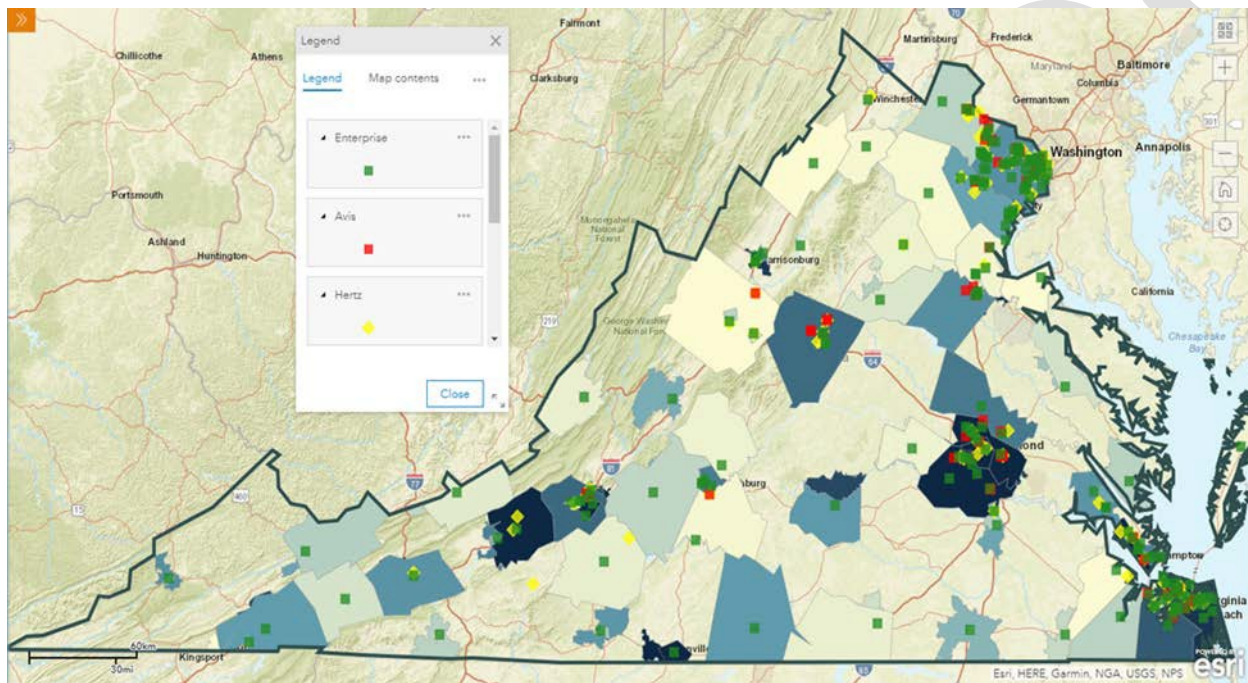


## General Service Requirements

### Service Locations

We have taken the historical data of the Commonwealth over the past year and generated this heatmap of transactions. The darker the county, the greater the number of transactions originated at one of our locations in that area.

This includes the ability to service the Commonwealth in 30 counties, spread over each of the 9 districts, where our competition has no active location currently. We have provided a list of service locations as Exhibit A, beginning on page 84. Branch hours vary by location, please call the branch for their hours or visit our websites at [enterprise.com](http://enterprise.com) and [nationalcar.com](http://nationalcar.com).



|            | Number of Rentals | Charge Days | Number of Locations to Service Each District |       |              |
|------------|-------------------|-------------|--|-------|--------------|
|            |                   |             | Enterprise/<br>National                      | Hertz | Avis/ Budget |
| District 1 | 947               | 3264        | 6  | 1     | 0            |
| District 2 | 2597              | 9113        | 19   | 5     | 4            |
| District 3 | 1533              | 6604        | 7  | 3     | 0            |
| District 4 | 3307              | 11033       | 15   | 3     | 3            |
| District 5 | 3328              | 12537       | 41   | 13    | 8            |
| District 6 | 3280              | 10333       | 16   | 7     | 7            |
| District 7 | 561               | 1912        | 7  | 4     | 2            |
| District 8 | 832               | 2637        | 11   | 3     | 1            |
| District 9 | 1404              | 4674        | 51   | 14    | 13           |
|            | 17789             | 62107       |  |       |              |

### Approach and Methodology

#### The Commonwealth's Statement of Needs

*"Contractor shall provide vehicle rentals, and all related services relating to the centralized management and usage of such Services, and; include all passenger-type or other vehicles, vans, and trucks, as required by the Commonwealth, denoted herein. DGS seeks proposals from qualified firms to provide these services as a "turnkey" solution, in close coordination with DGS/OFMS."*

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]



[illegible]

[REDACTED]

## Performance Measurements and Benchmarking

### ESQi / NSQi

Our Service Quality index (SQi) for each of our brands is what we use to measure customer satisfaction. Our customers are asked to rate their experiences on a scale from *Completely Satisfied* to *Completely Dissatisfied*. Independent research shows that customers who say they are completely satisfied are three times more likely to use our brands again.

Enterprise and National employees and teams are determined to maintain high SQi scores by providing top-notch, personalized customer service to retain the absolute loyalty that comes with complete satisfaction. All promotions, pay raises, and individual and team recognition are determined by success in completely satisfying our customers.

We also use our customer satisfaction data to monitor changing industry trends, needed global enhancements, and local service issues to continually improve and distinguish our service from the competition.

### SQi Process

A third-party research firm polls a random sample of customers from each location soon after their rental. The pollster calls and asks this simple question, "On a five-point scale from Completely Satisfied to Completely Dissatisfied, how do you rate your rental experience?" When the response is Completely Satisfied, the pollster closes with, "Would you definitely rent from the brand again?" There are no follow-up questions to any other response. Our branches receive their results on a 1-month, 3-month, 6-month, and 12-month basis.

### Brand Integrity Assessments

Brand Integrity Assessments take place regularly for all Enterprise and National locations. These assessments measure compliance to standards of achievement that have been set in identified service and presentation categories, including:

- Customer Service
- Customer Wait Time
- Vehicle Cleanliness and Condition
- Shuttle Service and Condition
- Uniforms
- Facility
- Branding

Because our founder Jack Taylor believed that our brand is the most valuable thing we own, Brand Integrity Assessments focus primarily on the customer. Customer service and customer wait time at our locations is at the top of our list when we assess the quality and integrity of our brands. We believe that our agents should be friendly, greet our customers, and act in a professional manner, and we strive to enforce this through our Brand Integrity Assessments. Furthermore, as our customers are travelers on the go, we believe we should do our best to keep them moving. Wait times for service should be minimal, whether they are waiting at the counter or waiting to get on a shuttle, and as such we measure this and take it into consideration during every assessment.

## Quality Service Process

Enterprise and National's operations and customer service groups track individual customer service issues, complaints, and compliments through the Quality Service Process, which is supported through an internal system.

Whenever a customer communicates an issue, complaint, or compliment, it is logged in our systems, identifying the rental agreement number, specific issue, time, location, day of week, and person who communicated with the customer. If the employee cannot resolve the issue for the customer, the open QSP is escalated automatically to local management who must respond to the customer's concern and resolve the issue. Open QSP reports are monitored by upper management to ensure proper follow-up.

QSP reports are run by location and are analyzed by operations personnel to make process improvements and identify weaknesses in individual locations. QSP reports can be generated on an account basis to provide the number of logged complaints which their customers have generated.

## Customer Service Measurements

Our customer service measurements are based on eight key areas:

- Billing
- Location
- Vehicle
- Reservations
- Policy & Procedure
- Loyalty
- Roadside Assistance
- Inbound Tour

This measurement data details the ratio of complaints to the number of rentals for the past two years.

## Key Resources

Our company does not use subcontractors. All key operations are provided via in-house sources and are not outsourced.

## Website Functionality - Reservations

Enterprise Holdings will make available a functioning, intuitive, and user-friendly web site for the Authorized User's to place vehicle rental reservations. Enterprise will host and maintain the web site at no expense to the Commonwealth for the term of this agreement.

## Website Functionality – Reporting

Enterprise and National do not offer Web-based reports at this time. Again, while this is being considered as a future enhancement, we choose not to implement a real-time reporting solution until we are entirely certain that it will protect the integrity of the data and that of its users. Your account manager can provide management reports upon request.

## Reporting Capabilities

Our advanced information system can collect, store, and analyze rental activity data to provide the Commonwealth with a full range of management reports tailored to your needs. Our reports offer a variety of standard and user-specified data fields and are available when you want them: monthly, quarterly, or as needed.

All standard management reports are available at no cost to the Commonwealth and can be provided on paper or in a variety of electronic formats. Our reports can outline activities at specific rental locations or within individual departments to best help you track and control car rental expenditures.

Enterprise and National reports offer a variety of standard or user-specified data fields, and are available when you want them: monthly, quarterly, or as needed. Enterprise and National reports provide vehicle rental data for Commonwealth rentals no later than 30 days after the close of the reporting period as requested.

We have provided sample reports in [Appendix B](#) for the Commonwealth's review.

## Communication

Our reservation system incorporates an automated rate quote program to ensure that the appropriate contractual rates and provisions will be applied. This is driven by an Account Number, which ensures 100 percent compliance with the Commonwealth's corporate contract. Whenever a reservation is placed using this Account Number, the rates and terms of the traveler's corporate agreement are recognized as primary and are automatically extended to the renter.

Outside of our reservation system all communication to branch locations will be facilitated by our key personnel beginning with Sr. Business Rental Sales Executive for Virginia, Sharon Patrick.

## Capacity

Enterprise Holdings employs 100,000 associates worldwide. In addition to full- and part-time associates, we employ a substantial number of temporary and seasonal workers. Our brands also employ outside services, principally for the transportation of vehicles between locations.

## Local Capacity



## Qualified Personnel – Commonwealth of Virginia, Terms and Conditions

*“All services to be performed as specified in this solicitation shall be performed by properly trained and experienced personnel. The Commonwealth reserves the right to require proof of training or experience prior to award and at any time during the term of the Contract. Verification of stated qualifications should be provided with the Offeror’s response. The Commonwealth reserves the right to request replacement of Contractor’s personnel if the Services performed by the Contractor’s personnel is deemed in any way unsuitable by the Contract Administrator.”*

## Staff Replacement

Should a key member of the Commonwealth’s project management team leave or otherwise be removed from their duties, existing Enterprise staff will be trained as replacement personnel. As one of the largest employers in the United States, we are best equipped to train and develop staff in the event someone is promoted or leaves the company.

## Primary Proposed Team Descriptions

### **Michael Bruce** – *Vice President and General Manager, Virginia*

Mike is the Vice President and General Manager for Enterprise Holdings in Virginia. Enterprise Holdings is the parent company of Enterprise Rent-A-Car and National Car Rental. Mike began working for Enterprise as a Management Trainee in South Florida in 1998. During his 20-year career with EHI he has taken assignments in Ohio, Texas and Nova Scotia, Canada before moving to Richmond in June of 2018 to assume the role of Vice President and General Manager for the state of Virginia.

### **Mark Chilcott** – *Enterprise Holdings Controller of Business Management, Virginia*

Mark Chilcott is the Virginia Controller of Business Management for Enterprise Holdings, the parent company of Enterprise Rent-A-Car, Alamo Rent-A-Car and National Car Rental. Mark began working for Enterprise as an employee in the United Kingdom in 1998. During his 20-year career with EHI he has taken assignments in St Louis, Chicago Illinois, Connecticut, before moving to Williamsburg to assume the role of Controller for the state of Virginia. Mark is also in charge of our local Government and Compliance team in Virginia.

### **Kevin Sevilla** - *Business Rental Sales Director, Virginia*

Kevin Sevilla is the Director of Business Rental at Enterprise Holdings, representing Enterprise Rent-A-Car and National Car Rental for the Commonwealth of Virginia. Kevin has been in the travel industry for almost 13 years and serves as a consultant who unlocks business value through custom ground transportation solutions for business travelers and commuters. His overall focus is to help customers increase business efficiency, productivity, and engagement of the workforce. The following engagement provides solutions and efficiencies for travel needs of all types by utilizing analysis in mileage reimbursement alternatives, local market accessibility, and alternative forms of transportation. The overall goal is to be a total transportation provider and strategic business partner for companies, municipalities, and government agencies.

### **Nicholas Weinberg** – *Business Rental Sales Manager, Maryland*

Nicholas Weinberg is a Business Rental Sales Manager at Enterprise Holdings, representing the Greater Washington Metropolitan Area for Enterprise Holdings. Nick has been with Enterprise for over 15 years with a vast amount of experience in both daily rental operations and high level corporate partnerships. Nick focuses on key relationship development with leaders in multiple industries including local, State, Federal and International governments. Nick primarily helps drive value through creating innovative approaches to comprehensive total ground transportation management solutions.

### **Sharon Patrick** - *Sr. Business Rental Sales Executive, Virginia*

Sharon Patrick is the Sr. Business Rental Sales Executive at Enterprise Holdings, representing Enterprise Rent-A-Car and National Car Rental. Sharon has been in the travel industry for almost 27 years. Key components to her job are providing cost-saving solutions to various companies within the Commonwealth of Virginia. Sharon implements these efficiencies in transportation for travel needs of all types utilizing analysis in mileage reimbursement alternatives, home city accessibility, and counter bypass efficiency at airports. Her overall goal is to provide a total transportation solution and strategic business partner for companies, municipalities, and Government agencies. Sharon has also played a major role in giving back to the communities within the Commonwealth of Virginia through volunteering and serving on boards and committees of many organizations.

Sharon Patrick will be the primary contact for the Commonwealth.

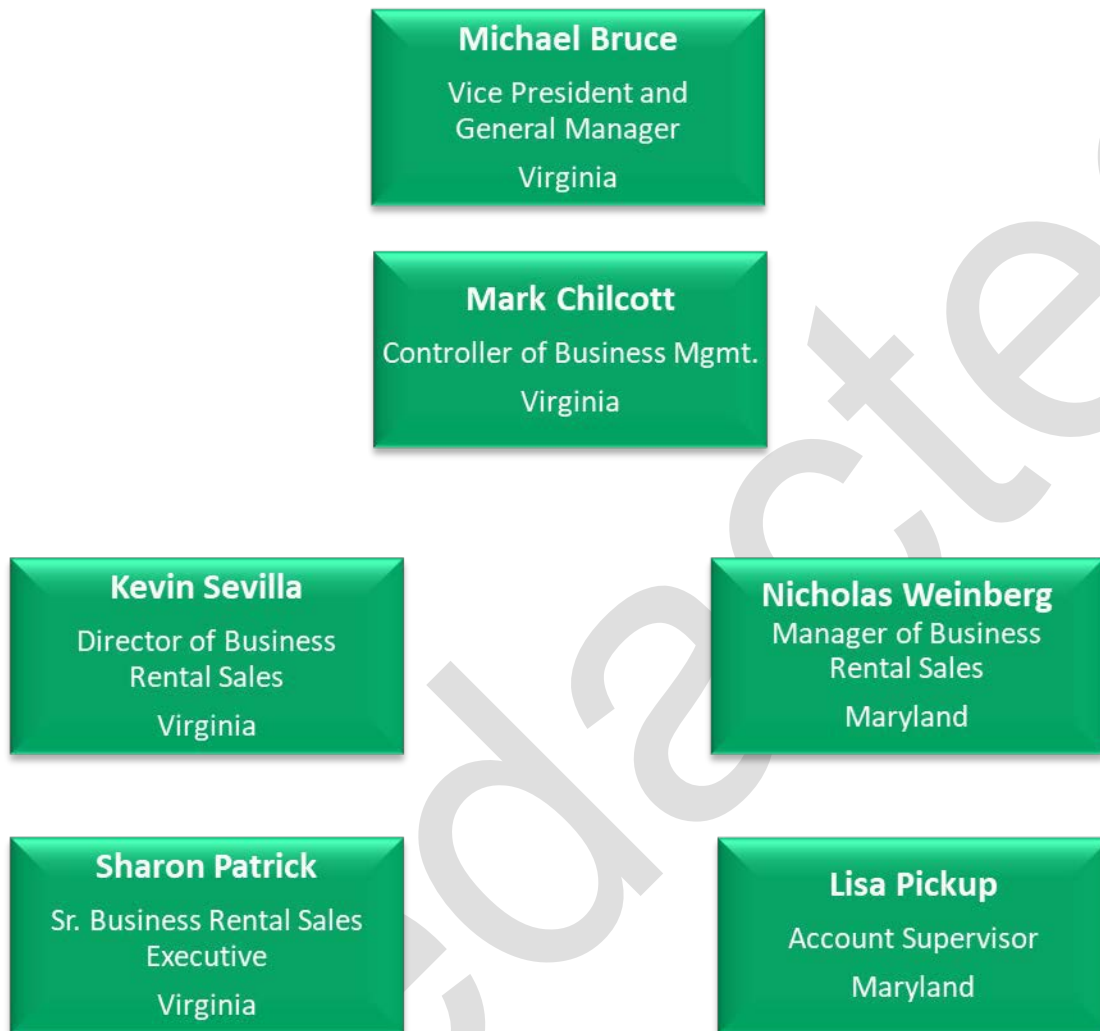
### **Lisa Pickup** – *Account Supervisor, Maryland*

Lisa Pickup is an Account Supervisor at Enterprise Holdings for the past 18 years and has over 22 years of experience with Enterprise. Lisa's main focus has been helping customers manager day to day requests, logistics, and problem solving any issues that may arise in real time. She specializes in local, State and Federal agencies. When not at Enterprise she is involved in several community organizations and non-profits in the Northern Virginia Region.

### **Key Subcontractors**

Enterprise and National do not utilize subcontractors.







**A. Base Rental Fees without Loss Damage Waiver Fee**

| Vehicle Classification              | Seating Capacity | Make Model      | Half Day Rate | Daily Rate | Weekly Rate | Monthly Rate | Weekend Rate |
|-------------------------------------|------------------|-----------------|---------------|------------|-------------|--------------|--------------|
| <b>Car:</b>                         |                  |                 |               |            |             |              |              |
| Economy                             | 4                | See Fleet Guide | \$33          | \$33       | \$181.50    | \$726        | 3 X Daily    |
| Compact                             | 5                | See Fleet Guide | \$33          | \$33       | \$181.50    | \$726        | 3 X Daily    |
| Intermediate                        | 5                | See Fleet Guide | \$34          | \$34       | \$187       | \$748        | 3 X Daily    |
| Standard                            | 5                | See Fleet Guide | \$35          | \$35       | \$192.50    | \$770        | 3 X Daily    |
| Full Size                           | 5                | See Fleet Guide | \$37          | \$37       | \$203.50    | \$814        | 3 X Daily    |
| <b>Sport Utility Vehicle (SUV):</b> |                  |                 |               |            |             |              |              |
| SUV, Intermediate                   | 5                | See Fleet Guide | \$67          | \$67       | \$368.50    | \$1,474      | 3 X Daily    |
| SUV, Standard                       | 5                | See Fleet Guide | \$67          | \$67       | \$368.50    | \$1,474      | 3 X Daily    |
| <b>Truck:***</b>                    |                  |                 |               |            |             |              |              |
| Truck, Box, 15-16'                  | 2                | See Fleet Guide | \$85          | \$85       | \$467.50    | \$1,870      | 3 X Daily    |
| Truck, Box, 24'                     | 3                | See Fleet Guide | \$100         | \$100      | \$550       | \$2,200      | 3 X Daily    |
| Truck, Box, 26'                     | 3                | See Fleet Guide | \$100         | \$100      | \$550       | \$2,200      | 3 X Daily    |
| Truck, Compact                      | 3                | See Fleet Guide | \$65          | \$65       | \$357       | \$1,430      | 3 X Daily    |
| Truck, Cutaway                      | 2                | See Fleet Guide | \$85          | \$85       | \$467.50    | \$1,870      | 3 X Daily    |
| Truck, Full Size                    | 4                | See Fleet Guide | \$75          | \$75       | \$412.50    | \$1,650      | 3 X Daily    |
| Truck, Stake Bed, 20-24'            | 3                | See Fleet Guide | \$100         | \$100      | \$550       | \$2,200      | 3 X Daily    |
| <b>Van:</b>                         |                  |                 |               |            |             |              |              |
| Van, Cargo                          | 2                | See Fleet Guide | \$65          | \$65       | \$357       | \$1,430      | 3 X Daily    |
| Van, Mini                           | 7-8              | See Fleet Guide | \$67          | \$67       | \$368.50    | \$1,474      | 3 X Daily    |
| Van, Passenger                      | 12               | See Fleet Guide | \$97          | \$97       | \$533.50    | \$2,134      | 3 X Daily    |

**Extra Charges Not Allowed** – Commonwealth of Virginia, Terms and Conditions

*“Proposed pricing shall be for complete delivery ready for the Commonwealth’s use and shall include all delivery charges; extra charges will not be allowed.”*

Rates negotiated and agreed upon as a part of this Contract will not include applicable taxes, fees, surcharges, refueling, drop-off, delivery or pickup charges. At the time of reservation, Enterprise and National will quote all fees up front in addition to the appropriate rental rate.

**B. Surcharge Adjustment Fee:** - Commonwealth of Virginia, Addendum No. 1

*“The Contractor must pay the Department of General Services (DGS), a Surcharge Adjustment (SCA) fee under this Contract. DGS will not issue invoices or statements. The Contractor must remit the SCA fee by the last day of the month following the end of the calendar quarter. The SCA fee equals two percent (2%) of the quarterly reported total invoiced sales. The SCA fee amount due must be paid by check with identification of “Contract Number...”*

Enterprise pays rebates on Time and Mileage Revenue, which is the applicable Base Rental Charge multiplied by the number of days of the rental, and is exclusive of taxes, refueling, and additional driver fees, discounts, surcharges, government charges, facility charges, concession recovery and other fees, and optional products and other charges.”

A \$4.00 surcharge will be added to the daily rate for all rentals originating at a location within Commonwealth District Nine.

Vehicle License Fee Recovery charges are a recovery of the costs incurred when registering rental vehicles in each state. Each of these taxes and fees is noted on the rental receipt as a separate line item charge and is in addition to your negotiated rate. Currently the Commonwealth’s VLF is \$.31 per day per rental.

\*\*\* Please note: Vehicles listed under the Truck category will include 4,000 free miles per month. Anything over will be \$.17 a mile.

## B. Base Rental Fees with Loss Damage Waiver Fee

| Vehicle Classification              | Seating Capacity | Make Model      | Half Day Rate | Daily Rate | Weekly Rate | Monthly Rate | Weekend Rate |
|-------------------------------------|------------------|-----------------|---------------|------------|-------------|--------------|--------------|
| <b>Car:</b>                         |                  |                 |               |            |             |              |              |
| Economy                             | 4                | See Fleet Guide | \$35          | \$35       | \$192.50    | \$770        | 3 X Daily    |
| Compact                             | 5                | See Fleet Guide | \$35          | \$35       | \$195.50    | \$770        | 3 X Daily    |
| Intermediate                        | 5                | See Fleet Guide | \$36          | \$36       | \$198       | \$792        | 3 X Daily    |
| Standard                            | 5                | See Fleet Guide | \$36.50       | \$36.50    | \$200.75    | \$803        | 3 X Daily    |
| Full Size                           | 5                | See Fleet Guide | \$39          | \$39       | \$214.50    | \$858        | 3 X Daily    |
| <b>Sport Utility Vehicle (SUV):</b> |                  |                 |               |            |             |              |              |
| SUV, Intermediate                   | 5                | See Fleet Guide | \$69          | \$69       | \$379.50    | \$1,518      | 3 X Daily    |
| SUV, Standard                       | 5                | See Fleet Guide | \$69          | \$69       | \$379.50    | \$1,518      | 3 X Daily    |
| <b>Truck:***</b>                    |                  |                 |               |            |             |              |              |
| Truck, Box, 15-16'                  | 3                | See Fleet Guide | \$100         | \$100      | \$550       | \$2,200      | 3 X Daily    |
| Truck, Box, 24'                     | 3                | See Fleet Guide | \$115         | \$115      | \$632.50    | \$2,530      | 3 X Daily    |
| Truck, Box, 26'                     | 3                | See Fleet Guide | \$115         | \$115      | \$632.50    | \$2,530      | 3 X Daily    |
| Truck, Compact                      | 3                | See Fleet Guide | \$80          | \$80       | \$440       | \$1,760      | 3 X Daily    |
| Truck, Cutaway                      | 2                | See Fleet Guide | \$100         | \$100      | \$550       | \$2,200      | 3 X Daily    |
| Truck, Full Size                    | 4                | See Fleet Guide | \$80          | \$80       | \$440       | \$1,760      | 3 X Daily    |
| Truck, Stake Bed, 20-24'            | 3                | See Fleet Guide | \$115         | \$115      | \$632.50    | \$2,530      | 3 X Daily    |
| <b>Van:</b>                         |                  |                 |               |            |             |              |              |
| Van, Cargo                          | 2                | See Fleet Guide | \$80          | \$80       | \$500       | \$2,040      | 3 X Daily    |
| Van, Mini                           | 7-8              | See Fleet Guide | \$69          | \$69       | \$379.50    | \$1,518      | 3 X Daily    |
| Van, Passenger                      | 12               | See Fleet Guide | \$97          | \$97       | \$533.50    | \$2,134      | 3 X Daily    |

Under the proposed Agreement, Enterprise and National will extend third-party liability protection to the Commonwealth of Virginia for rentals in the United States. Liability protection covers the renter and authorized drivers against claims (e.g., property damage, bodily injury, etc.) brought by third parties at the limits set forth in the Agreement.

This protection meets or exceeds the legal minimum financial requirement set by laws in all 50 states, the District of Columbia and Puerto Rico.

When liability is included in your Agreement, Enterprise will include a combined single limit protection of \$1 Million for business rentals only when using the Commonwealth's corporate rates. Eligible renters must use the Account Number assigned by Enterprise that has been designated for Business Rentals. In order to ensure the proper rates are utilized, all rentals under this agreement shall be made through a booking channel(s) approved by Enterprise. The Commonwealth's travelers departing from corporate rates—even on a business-related rental—will not receive the liability protection agreed to in the contract.

Combined single limit protection of \$1 Million is not typical within the car rental industry however, our stable financial footing is a distinct competitive advantage, ensuring the long-term viability of your rental program.

### Extra Charges Not Allowed – Commonwealth of Virginia, Terms and Conditions

*“Proposed pricing shall be for complete delivery ready for the Commonwealth’s use and shall include all delivery charges; extra charges will not be allowed.”*

Rates negotiated and agreed upon as a part of this Contract will not include applicable taxes, fees, surcharges, refueling, drop-off, delivery or pickup charges. At the time of reservation, Enterprise and National will quote all fees up front in addition to the appropriate rental rate.

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Enterprise pays rebates on Time and Mileage Revenue, which is the applicable Base Rental Charge multiplied by the number of days of the rental, and is exclusive of taxes, refueling, and additional driver fees, discounts, surcharges, government charges, facility charges, concession recovery and other fees, and optional products and other charges.”

A \$4.00 surcharge will be added to the daily rate for all rentals originating at a location within Commonwealth District Nine.

Vehicle License Fee Recovery charges are a recovery of the costs incurred when registering rental vehicles in each state. Each of these taxes and fees is noted on the rental receipt as a separate line item charge and is in addition to your negotiated rate. Currently the Commonwealth’s VLF is \$.31 per day per rental.

\*\*\* Please note: Vehicles listed under the Truck category will receive 4,000 free miles per month. Anything over will be \$.17 a mile.

## C. Virginia Airport and Fixed Base Operation (FBO) Location Fees

### 1. Virginia Airport Locations:

| Location                       | Access Fees                            | Concession Recovery Fee | Customer Facility Charge   | One Way Charge | Drop Charges |
|--------------------------------|--|-------------------------|----------------------------|----------------|--------------|
| Blacksburg Airport             | 2% Rental Fee<br>5% Communications Tax | 12.36%                  | \$3 per day Airport Fee    | Varies         | Varies       |
| Dulles International Airport   | 2% Rental Fee<br>5% Communications Tax | 11.11%                  | No Airport Fee             | Varies         | Varies       |
| Lynchburg Airport              | 2% Rental Fee<br>5% Communications Tax | 11.11%                  | \$2 per day Airport Fee    | Varies         | Varies       |
| Newport News Airport           | 2% Rental Fee<br>5% Communications Tax | 11.11%                  | \$4.25 per day Airport Fee | Varies         | Varies       |
| Norfolk International Airport  | 2% Rental Fee<br>5% Communications Tax | 11.11%                  | \$2 per day Airport Fee    | Varies         | Varies       |
| Reagan National Airport        | 2% Rental Fee<br>5% Communications Tax | 11.11%                  | \$3.50 per day Airport Fee | Varies         | Varies       |
| Richmond International Airport | 2% Rental Fee<br>5% Communications Tax | 11.11%                  | \$2 per day Airport Fee    | Varies         | Varies       |
| Roanoke Airport                | 2% Rental Fee<br>5% Communications Tax | 12.36%                  | \$3 per day Airport Fee    | Varies         | Varies       |

*Some Enterprise home-city locations may charge a drop fee. Please contact the rental branch for more information.*

*National corporate locations do not apply "unauthorized drop" fees; however, we request that CoVA travelers inform National of their plans to return the vehicle to a different location.*

#### Licensee One-Way Drop Charges

*Licensee locations may charge one-way drop charges based on the distance between the rental location and the return location.*

## 2. Virginia FBO Locations:

| Location                                       | Access Fees | Concession Recovery Fee | Customer Facility Charge   | One Way Charge | Drop Charges |
|--|-------------|-------------------------|----------------------------|----------------|--------------|
| Crewe Municipal Airport                        | N/A         | N/A                     | N/A                        | N/A            | N/A          |
| Aero Municipal Airport                         | N/A         | N/A                     | N/A                        | N/A            | N/A          |
| Airport Authority                              | N/A         | N/A                     | N/A                        | N/A            | N/A          |
| Atlantic Aviation                              | N/A         | 11.11 %                 | \$4.25 per day Airport Fee |                | Varies       |
| Blue Ridge Airport                             | N/A         | N/A                     | N/A                        | N/A            | N/A          |
| Central Virginia Aviation                      | N/A         | N/A                     | N/A                        | N/A            | N/A          |
| Culpeper County Reg. Airport                   | N/A         | N/A                     | N/A                        | N/A            | N/A          |
| Dominion Aviation                              | N/A         | N/A                     | N/A                        | N/A            | N/A          |
| Dulles/Private Airport Hawthorne               | 11.11%      |                         |                            |                |              |
| Executive Air                                  | N/A         | N/A                     | N/A                        | N/A            | N/A          |
| Falwell Aviation                               | N/A         | N/A                     | N/A                        | N/A            | N/A          |
| Franklin Municipal Airport                     | N/A         | N/A                     | N/A                        | N/A            | N/A          |
| Glick Fields Inc.                              | N/A         | N/A                     | N/A                        | N/A            | N/A          |
| Hampton Roads Exec. Airport                    | N/A         | N/A                     | N/A                        | N/A            | N/A          |
| Heart of Virginia Aviation (Farmville/Ashland) | N/A         | N/A                     | N/A                        | N/A            | N/A          |
| Horizon Aviation                               | N/A         | N/A                     | N/A                        | N/A            | N/A          |
| Hummel Aviation LLC                            | N/A         | N/A                     | N/A                        | N/A            | N/A          |
| Landmark Aviation Charlottesville              | N/A         | N/A                     | N/A                        | N/A            | N/A          |
| Landmark Aviation Roanoke                      | N/A         | 11.11%                  | \$1.70 per day             | N/A            | N/A          |
| Landmark Aviation/Norfolk                      | N/A         | N/A                     | N/A                        | N/A            | N/A          |
| Million Air Richmond                           | N/A         | 11.11%                  | N/A                        | N/A            | N/A          |

| Location                             | Access Fees | Concession Recovery Fee | Customer Facility Charge | One Way Charge | Drop Charges |
|--------------------------------------|-------------|-------------------------|--------------------------|----------------|--------------|
| Mountain Empire Aviation             | N/A         | N/A                     | N/A                      | N/A            | N/A          |
| New Kent County                      | N/A         | N/A                     | N/A                      | N/A            | N/A          |
| New London Airport                   | N/A         | N/A                     | N/A                      | N/A            | N/A          |
| New River Valley Airport             | N/A         | N/A                     | N/A                      | N/A            | N/A          |
| Richmond Jet Center                  | N/A         | 11.11%                  | \$1.70 per day           | N/A            | N/A          |
| Rick Aviation                        | N/A         | 11.11%                  | \$3 per day              | N/A            | N/A          |
| Shenandoah Airport                   | N/A         | N/A                     | N/A                      | N/A            | N/A          |
| Skylark Aviation                     | N/A         | N/A                     | N/A                      | N/A            | N/A          |
| Suffolk Airport                      | N/A         | N/A                     | N/A                      | N/A            | N/A          |
| Twin County Airport                  | N/A         | N/A                     | N/A                      | N/A            | N/A          |
| Virginia Aviation Retail             | N/A         | N/A                     | N/A                      | N/A            | N/A          |
| Virginia Highlands Airport           | N/A         | N/A                     | N/A                      | N/A            | N/A          |
| Virginia Tech/Montgomery Co. Airport | N/A         | N/A                     | N/A                      | N/A            | N/A          |
| West Point Aviation                  | N/A         | N/A                     | N/A                      | N/A            | N/A          |
| Williamsburg Jamestown Airport       | N/A         | N/A                     | N/A                      | N/A            | N/A          |

*Some Enterprise home-city locations may charge a drop fee. Please contact the rental branch for more information.*

*National corporate locations do not apply "unauthorized drop" fees; however, we request that CoVA travelers inform National of their plans to return the vehicle to a different location.*

#### *Licensee One-Way Drop Charges*

*Licensee locations may charge one-way drop charges based on the distance between the rental location and the return location.*





With traffic getting worse every year, commuting to work is getting more costly and stressful every day. By commuting in an Enterprise vanpool, commuters can eliminate travel stress and dramatically reduce the cost of driving to work. Additionally, Commute with Enterprise vehicles have access to HOV (High Occupancy Vehicle) lanes, which have been estimated to reduce commute time by 40

minutes per day on average.

Enterprise's full-service vanpool package typically caters to a group of 7 to 15 coworkers who each pay one low monthly rate. Each vanpool is designated a late-model, well-equipped vehicle for maximum carpooling comfort, plus comprehensive maintenance, roadside assistance, and insurance.

Commute with Enterprise provides a turn-key commuter vanpool program that is fully customizable to your agency's needs. Providing local account management with dedicated staff priding themselves in excellent customer service. We currently have vanpools servicing the commuters of multiple state agencies including Virginia Department of Transportation, Virginia Department of Health, Virginia Department of General Services, Office of the Attorney General, and Virginia Department of Environmental Quality to mention a few. Commute with Enterprise holds contracts with Greater Richmond Transit Company and Hampton Roads Transit providing vanpooling services in partnership with those Transit agencies within their service areas resulting in multiple benefits for the commuters.



### COMMUTE with ENTERPRISE RATES

|                                | FY 2019 Rates           |                             |             |
|--------------------------------|-------------------------|-----------------------------|-------------|
|                                | 2000<br>Monthly Mileage | Per 500<br>Additional Miles | Buy America |
| Toyota Sienna 8xle             | \$1,283                 | \$100                       | Y           |
| Chevy Traverse 2lt2            | \$1,174                 | \$100                       | Y           |
| Nissan Pathfinder 2wd          | \$1,158                 | \$100                       | Y           |
| Ford Explorer lmt2             | \$1,273                 | \$100                       | Y           |
| Transit OEM Low (10-Pass)      | \$1,147                 | \$100                       | Y           |
| Transit OEM Low (15-Pass)      | \$1,170                 | \$100                       | Y           |
| Transit Commuter Low (7-Pass)  | \$1,183                 | \$100                       | Y           |
| Transit Commuter Low (8-Pass)  | \$1,188                 | \$100                       | Y           |
| Transit Commuter Low (9-Pass)  | \$1,192                 | \$100                       | Y           |
| Transit Commuter Low (10-Pass) | \$1,220                 | \$100                       | Y           |
| Transit Commuter Low (12-Pass) | \$1,227                 | \$100                       | Y           |
| Transit Commuter Low (13-Pass) | \$1,232                 | \$100                       | Y           |
| Chevy Express 2500 (12-Pass)   | \$1,133                 | \$100                       | Y           |
| Chevy Express 3500 (15-Pass)   | \$1,133                 | \$100                       | Y           |



## Exhibit A. Service Locations

| Enterprise Location Address | City       | Zip Code | Phone Number | Serving these Commonwealth Entities         |
|-----------------------------|------------|----------|--------------|---|
| 1138 W. Main St.            | Abingdon   | 24210    | 276-619-4555 | Bristol Redevelopment & Housing             |
|                             |            |          |              | Bristol Virginia Public Schools             |
|                             |            |          |              | Clinch Valley Soil & Water                  |
|                             |            |          |              | Highlands Community Service                 |
|                             |            |          |              | Holston River Soil & Water                  |
|                             |            |          |              | Town of Chilhowie                           |
|                             |            |          |              | Russell County Sheriff's Office             |
|                             |            |          |              | Washington County                           |
|                             |            |          |              | Washington County Public Schools            |
|                             |            |          |              | Virginia DRS Abingdon FRS                   |
|                             |            |          |              | Virginia DRS Bristol                        |
|                             |            |          |              | Virginia DRS Norton FRS                     |
|                             |            |          |              | Virginia Highlands Community College        |
|                             |            |          |              | Virginia Dept of Forestry                   |
|                             |            |          |              | VDOT Bristol District                       |
|                             |            |          |              | Virginia DOH- Washington County             |
|                             |            |          |              | Virginia DOH-SW Care Connection             |
|                             |            |          |              | Virginia DBVI Bristol Region                |
|                             |            |          |              | Virginia DOH Russell County                 |
| 1027 Main St.               | Altavista  | 24517    | 434-369-4201 |   |
| 5800 Edsall Rd.             | Alexandria | 22304    | 703-658-0010 | DGS Purchases NOVA                          |
|                             |            |          |              | DRS-Alexandria                              |
|                             |            |          |              | ABC Northern Virginia                       |
|                             |            |          |              | Virginia Tech National Cap.                 |
| 200 S. Pickett St.          | Alexandria | 22304    | 703-341-2117 | Governor's Office                           |
|                             |            |          |              | Northern Virginia Juvenile Detention Center |
| 4213 Duke St.               | Alexandria | 22304    | 703-212-4700 | Motor Vehicle Dealer                        |
| 5954 Richmond Hwy.          | Alexandria | 22303    | 703-960-6900 | DOH-Alexandria                              |
| 7520A Richmond Hwy.         | Alexandria | 22306    | 703-660-1331 | DRS-Northern VA                             |
| 7032 Columbia Pike          | Annandale  | 22003    | 703-658-3500 | Northern VA Community College               |
| 700 N. Glebe Rd.            | Arlington  | 22203    | 703-243-5404 |   |

| Enterprise Location Address    | City            | Zip Code | Phone Number | Serving these Commonwealth Entities |
|--------------------------------|-----------------|----------|--------------|-------------------------------------|
| 601 N. Randolph St.            | Arlington       | 22203    | 703-312-7900 |                                     |
| 1560 Wilson Blvd., Suite 150   | Arlington       | 22209    | 703-528-6466 |                                     |
| 1225 S. Clark St.              | Arlington       | 22202    | 703-418-7240 |                                     |
| 2020 Jefferson Davis Hwy.      | Arlington       | 22202    | 703-553-7744 |                                     |
| 12210 Washington Hwy.          | Ashland         | 23005    | 804-752-2319 | Virginia VDFP Div. 1. Glen Allen    |
|                                |                 |          |              | Hanover County Public Schools-HR    |
|                                |                 |          |              | Caroline County Public School       |
|                                |                 |          |              | Virginia DOH Chickahominy           |
| 915 Blue Ridge Ave., Suite F   | Bedford         | 24523    | 540-586-8774 | Bedford County Public Schools       |
|                                |                 |          |              | Bedford County                      |
| 303 E. 5th St.                 | Big Stone Gap   | 24219    | 276-523-4700 |                                     |
| 1601 Tech Center Dr.           | Blacksburg      | 24060    | 540-231-4230 |                                     |
| 9570 A-1 Burke Rd.             | Burke           | 22015    | 703-503-7900 |                                     |
| 3781 Steelsburg Hwy.           | Cedar Bluff     | 24609    | 276-963-3345 | Virginia DRS-Pounding Mill          |
|                                |                 |          |              | Cumberland Mountain Community       |
|                                |                 |          |              | Southwest Virginia Community        |
|                                |                 |          |              | Virginia Pocahontas Correctional    |
|                                |                 |          |              | Virginia DOH-Cumberland District    |
| 4300 Chantilly Shopping Center | Chantilly       | 20151    | 703-378-0967 | VDOT Structure                      |
| 4048 Walney Rd.                | Chantilly       | 22151    | 703-968-8787 | Dept of Conservation                |
| 151 Seminole Ct.               | Charlottesville | 22901    | 434-974-7488 | Virginia Dept of Forestry           |
|                                |                 |          |              | VDOT-Transportation Research        |
|                                |                 |          |              | Albemarle High School               |
|                                |                 |          |              | Albemarle County General Services   |
|                                |                 |          |              | Western Albemarle High School       |

| Enterprise Location Address | City            | Zip Code | Phone Number | Serving these Commonwealth Entities |
|-----------------------------|-----------------|----------|--------------|-------------------------------------|
| 392 Pantops Center          | Charlottesville | 22911    | 434-979-5566 | Charlottesville City Schools        |
|                             |                 |          |              | Monticello High School              |
|                             |                 |          |              | Region Ten CSB                      |
|                             |                 |          |              | Thomas Jefferson Planning District  |
|                             |                 |          |              | Virginia DRS -Charlottesville       |
|                             |                 |          |              | Piedmont VA Community College       |
|                             |                 |          |              | Virginia DBVI Vib- Charlottesville  |
|                             |                 |          |              | Rivanna River Basin Commission      |
|                             |                 |          |              | Virginia DOH-Thomas Jefferson       |
| 1590 Seminole Trail         | Charlottesville | 22901    | 434-964-1625 |                                     |
| 1301 S. Military            | Chesapeake      | 23320    | 757-420-7700 |                                     |
| 1426 N. Battlefield Blvd.   | Chesapeake      | 23320    | 757-549-6600 | City of Chesapeake                  |
|                             |                 |          |              | Hickory High School-Chesapeake      |
|                             |                 |          |              | Virginia DOH-Chesapeake             |
|                             |                 |          |              | City of Chesapeake Schools          |
| 3125 Western Branch Blvd.   | Chesapeake      | 23321    | 757-638-0911 | Virginia DRS-Portsmouth FRS         |
| 3412 Western Branch Blvd.   | Chesapeake      | 23321    | 757-638-5323 |                                     |
| 1765 S. Military Hwy.       | Chesapeake      | 23320    | 757-366-9480 |                                     |
| 1636 S. Military Hwy.       | Chesapeake      | 23320    | 757-361-0081 | Southeastern VA Training Center     |
| 1245 Cedar Rd., Unit M      | Chesapeake      | 23322    | 757-548-2676 | City of Chesapeake-Risk Management  |
| 2110 Smith Ave.             | Chesapeake      | 23320    | 757-417-5507 |                                     |
| 642 Woodlake Dr.            | Chesapeake      | 23320    | 757-605-3033 |                                     |

| Enterprise Location Address | City             | Zip Code | Phone Number | Serving these Commonwealth Entities  |
|-----------------------------|------------------|----------|--------------|--|
| 1301 S. Military Hwy.       | Chesapeake       | 23320    | 757-420-7700 |  |
| 12312 Jefferson Davis Hwy.  | Chester          | 23831    | 804-796-2003 | Virginia DOH-Chesterfield<br>Virginia Information Technology<br>Virginia DRS-Chesterfield FRS<br>John Tyler Community College  |
| 55 Ponderosa Ln.            | Christiansburg   | 24073    | 540-382-7970 | New River Valley Community College<br>Virginia Outdoors Foundation<br>Virginia DRS-Christiansburg<br>Virginia DOH-New River District<br>Montgomery County Public Schools<br>New River Valley Community Service |
| 325 Charles H. Dimmick Hwy. | Colonial Heights | 23834    | 804-520-5241 |  |
| 510 Highland Ave.           | Covington        | 24426    | 540-460-7546 | Covington City Public Schools<br>Virginia Social Services-Alleghany  |
| 15419 Brandy Rd.            | Culpeper         | 22701    | 540-829-7800 | Madison County Public Schools<br>Rappahannock-Rapidan Regional<br>Virginia DRS-Culpeper<br>Germanna Community College<br>VDOT-Culpeper District<br>Virginia DOH-Culpeper                                       |
| 3045 Riverside Dr.          | Danville         | 24541    | 434-791-2000 | City of Danville<br>Danville Community College<br>Virginia DOH-Pitts. County/Danville<br>Virginia Southern Mental Health<br>Virginia Green Rock Correction   |
| 23000 Indian Creek Dr.      | Dulles           | 20166    | 703-467-3177 | DOH-Northern VA<br>OCME-Northern VA<br>Department of Taxation Northern VA<br>Department of Education Northern VA<br>Emergency Response Northern VA<br>Dept of Social Services                                  |
| 23330 Autopilot Dr.         | Dulles           | 20166    | 703-661-8800 | Veteran Services   |

| Enterprise Location Address | City           | Zip Code | Phone Number | Serving these Commonwealth Entities  |
|-----------------------------|----------------|----------|--------------|--|
| 17481 Jefferson Davis Hwy.  | Dumfries       | 22026    | 703-221-2525 | Depart of Business   |
| 531 N Main St.              | Emporia        | 23847    | 434-634-2595 | Virginia DOC Greenville  |
| 9854 Fairfax Blvd.          | Fairfax        | 22030    | 703-273-3344 | DOH-Fairfax  |
| 3055 Nutley St.             | Fairfax        | 22031    | 703-280-4646 | George Mason<br>George Mason Motor Pool<br>DRS-Fairfax<br>DDS-Fairfax  |
| 11180 Fairfax Blvd.         | Fairfax        | 22030    | 703-273-8306 | Northern VA Mental Health  |
| 6286A Arlington Blvd.       | Falls Church   | 22044    | 703-237-9800 | Indigent Defense   |
| 156 Hillwood Ave.           | Falls Church   | 22046    | 703-241-9610 |  |
| 2851 Gallows Rd.            | Falls Church   | 22042    | 703-204-9400 |  |
| 2102B South Main St.        | Farmville      | 23901    | 434-315-0024 | Department of Military Affairs<br>Piedmont Soil & Water Conservation<br>Peter Francisco Soil/Water District<br>Longwood University - Business<br>Longwood University-SBDC<br>Virginia DRS-Farmville-FRS<br>Virginia DOH-Piedmont District<br>Virginia Piedmont Geriatric<br>Virginia Center Behavior Rehab<br>Virginia VDFP Div. 3 Farmville |
| 1431 Mahone Ave.            | Fort Lee       | 23801    | 804-957-4653 |  |
| 1100 Armory Dr., Ste 104    | Franklin       | 23851    | 757-562-3778 | Virginia DRS-Franklin FRS<br>Paul D Camp Community College<br>City of Franklin   |
| 4403 Plank Rd.              | Fredericksburg | 22407    | 540-785-9270 | Germanna Community College   |

## Exhibit A. Service Locations

| Enterprise Location Address | City       | Zip Code | Phone Number | Serving these Commonwealth Entities         |
|-----------------------------|------------|----------|--------------|---|
| 1138 W. Main St.            | Abingdon   | 24210    | 276-619-4555 | Bristol Redevelopment & Housing             |
|                             |            |          |              | Bristol Virginia Public Schools             |
|                             |            |          |              | Clinch Valley Soil & Water                  |
|                             |            |          |              | Highlands Community Service                 |
|                             |            |          |              | Holston River Soil & Water                  |
|                             |            |          |              | Town of Chilhowie                           |
|                             |            |          |              | Russell County Sheriff's Office             |
|                             |            |          |              | Washington County                           |
|                             |            |          |              | Washington County Public Schools            |
|                             |            |          |              | Virginia DRS Abingdon FRS                   |
|                             |            |          |              | Virginia DRS Bristol                        |
|                             |            |          |              | Virginia DRS Norton FRS                     |
|                             |            |          |              | Virginia Highlands Community College        |
|                             |            |          |              | Virginia Dept of Forestry                   |
|                             |            |          |              | VDOT Bristol District                       |
|                             |            |          |              | Virginia DOH- Washington County             |
|                             |            |          |              | Virginia DOH-SW Care Connection             |
|                             |            |          |              | Virginia DBVI Bristol Region                |
|                             |            |          |              | Virginia DOH Russell County                 |
| 1027 Main St.               | Altavista  | 24517    | 434-369-4201 |   |
| 5800 Edsall Rd.             | Alexandria | 22304    | 703-658-0010 | DGS Purchases NOVA                          |
|                             |            |          |              | DRS-Alexandria                              |
|                             |            |          |              | ABC Northern Virginia                       |
|                             |            |          |              | Virginia Tech National Cap.                 |
| 200 S. Pickett St.          | Alexandria | 22304    | 703-341-2117 | Governor's Office                           |
|                             |            |          |              | Northern Virginia Juvenile Detention Center |
| 4213 Duke St.               | Alexandria | 22304    | 703-212-4700 | Motor Vehicle Dealer                        |
| 5954 Richmond Hwy.          | Alexandria | 22303    | 703-960-6900 | DOH-Alexandria                              |
| 7520A Richmond Hwy.         | Alexandria | 22306    | 703-660-1331 | DRS-Northern VA                             |
| 7032 Columbia Pike          | Annandale  | 22003    | 703-658-3500 | Northern VA Community College               |
| 700 N. Glebe Rd.            | Arlington  | 22203    | 703-243-5404 |   |

| Enterprise Location Address    | City            | Zip Code | Phone Number | Serving these Commonwealth Entities |
|--------------------------------|-----------------|----------|--------------|-------------------------------------|
| 601 N. Randolph St.            | Arlington       | 22203    | 703-312-7900 |                                     |
| 1560 Wilson Blvd., Suite 150   | Arlington       | 22209    | 703-528-6466 |                                     |
| 1225 S. Clark St.              | Arlington       | 22202    | 703-418-7240 |                                     |
| 2020 Jefferson Davis Hwy.      | Arlington       | 22202    | 703-553-7744 |                                     |
| 12210 Washington Hwy.          | Ashland         | 23005    | 804-752-2319 | Virginia VDFP Div. 1. Glen Allen    |
|                                |                 |          |              | Hanover County Public Schools-HR    |
|                                |                 |          |              | Caroline County Public School       |
|                                |                 |          |              | Virginia DOH Chickahominy           |
| 915 Blue Ridge Ave., Suite F   | Bedford         | 24523    | 540-586-8774 | Bedford County Public Schools       |
|                                |                 |          |              | Bedford County                      |
| 303 E. 5th St.                 | Big Stone Gap   | 24219    | 276-523-4700 |                                     |
| 1601 Tech Center Dr.           | Blacksburg      | 24060    | 540-231-4230 |                                     |
| 9570 A-1 Burke Rd.             | Burke           | 22015    | 703-503-7900 |                                     |
| 3781 Steelsburg Hwy.           | Cedar Bluff     | 24609    | 276-963-3345 | Virginia DRS-Pounding Mill          |
|                                |                 |          |              | Cumberland Mountain Community       |
|                                |                 |          |              | Southwest Virginia Community        |
|                                |                 |          |              | Virginia Pocahontas Correctional    |
|                                |                 |          |              | Virginia DOH-Cumberland District    |
| 4300 Chantilly Shopping Center | Chantilly       | 20151    | 703-378-0967 | VDOT Structure                      |
| 4048 Walney Rd.                | Chantilly       | 22151    | 703-968-8787 | Dept of Conservation                |
| 151 Seminole Ct.               | Charlottesville | 22901    | 434-974-7488 | Virginia Dept of Forestry           |
|                                |                 |          |              | VDOT-Transportation Research        |
|                                |                 |          |              | Albemarle High School               |
|                                |                 |          |              | Albemarle County General Services   |
|                                |                 |          |              | Western Albemarle High School       |

| Enterprise Location Address | City            | Zip Code | Phone Number | Serving these Commonwealth Entities |
|-----------------------------|-----------------|----------|--------------|-------------------------------------|
| 392 Pantops Center          | Charlottesville | 22911    | 434-979-5566 | Charlottesville City Schools        |
|                             |                 |          |              | Monticello High School              |
|                             |                 |          |              | Region Ten CSB                      |
|                             |                 |          |              | Thomas Jefferson Planning District  |
|                             |                 |          |              | Virginia DRS -Charlottesville       |
|                             |                 |          |              | Piedmont VA Community College       |
|                             |                 |          |              | Virginia DBVI Vib- Charlottesville  |
|                             |                 |          |              | Rivanna River Basin Commission      |
|                             |                 |          |              | Virginia DOH-Thomas Jefferson       |
| 1590 Seminole Trail         | Charlottesville | 22901    | 434-964-1625 |                                     |
| 1301 S. Military            | Chesapeake      | 23320    | 757-420-7700 |                                     |
| 1426 N. Battlefield Blvd.   | Chesapeake      | 23320    | 757-549-6600 | City of Chesapeake                  |
|                             |                 |          |              | Hickory High School-Chesapeake      |
|                             |                 |          |              | Virginia DOH-Chesapeake             |
|                             |                 |          |              | City of Chesapeake Schools          |
| 3125 Western Branch Blvd.   | Chesapeake      | 23321    | 757-638-0911 | Virginia DRS-Portsmouth FRS         |
| 3412 Western Branch Blvd.   | Chesapeake      | 23321    | 757-638-5323 |                                     |
| 1765 S. Military Hwy.       | Chesapeake      | 23320    | 757-366-9480 |                                     |
| 1636 S. Military Hwy.       | Chesapeake      | 23320    | 757-361-0081 | Southeastern VA Training Center     |
| 1245 Cedar Rd., Unit M      | Chesapeake      | 23322    | 757-548-2676 | City of Chesapeake-Risk Management  |
| 2110 Smith Ave.             | Chesapeake      | 23320    | 757-417-5507 |                                     |
| 642 Woodlake Dr.            | Chesapeake      | 23320    | 757-605-3033 |                                     |



## Exhibit A. Service Locations

| Enterprise Location Address | City       | Zip Code | Phone Number | Serving these Commonwealth Entities         |
|-----------------------------|------------|----------|--------------|---|
| 1138 W. Main St.            | Abingdon   | 24210    | 276-619-4555 | Bristol Redevelopment & Housing             |
|                             |            |          |              | Bristol Virginia Public Schools             |
|                             |            |          |              | Clinch Valley Soil & Water                  |
|                             |            |          |              | Highlands Community Service                 |
|                             |            |          |              | Holston River Soil & Water                  |
|                             |            |          |              | Town of Chilhowie                           |
|                             |            |          |              | Russell County Sheriff's Office             |
|                             |            |          |              | Washington County                           |
|                             |            |          |              | Washington County Public Schools            |
|                             |            |          |              | Virginia DRS Abingdon FRS                   |
|                             |            |          |              | Virginia DRS Bristol                        |
|                             |            |          |              | Virginia DRS Norton FRS                     |
|                             |            |          |              | Virginia Highlands Community College        |
|                             |            |          |              | Virginia Dept of Forestry                   |
|                             |            |          |              | VDOT Bristol District                       |
|                             |            |          |              | Virginia DOH- Washington County             |
|                             |            |          |              | Virginia DOH-SW Care Connection             |
|                             |            |          |              | Virginia DBVI Bristol Region                |
|                             |            |          |              | Virginia DOH Russell County                 |
| 1027 Main St.               | Altavista  | 24517    | 434-369-4201 |   |
| 5800 Edsall Rd.             | Alexandria | 22304    | 703-658-0010 | DGS Purchases NOVA                          |
|                             |            |          |              | DRS-Alexandria                              |
|                             |            |          |              | ABC Northern Virginia                       |
|                             |            |          |              | Virginia Tech National Cap.                 |
| 200 S. Pickett St.          | Alexandria | 22304    | 703-341-2117 | Governor's Office                           |
|                             |            |          |              | Northern Virginia Juvenile Detention Center |
| 4213 Duke St.               | Alexandria | 22304    | 703-212-4700 | Motor Vehicle Dealer                        |
| 5954 Richmond Hwy.          | Alexandria | 22303    | 703-960-6900 | DOH-Alexandria                              |
| 7520A Richmond Hwy.         | Alexandria | 22306    | 703-660-1331 | DRS-Northern VA                             |
| 7032 Columbia Pike          | Annandale  | 22003    | 703-658-3500 | Northern VA Community College               |
| 700 N. Glebe Rd.            | Arlington  | 22203    | 703-243-5404 |   |

| Enterprise Location Address    | City            | Zip Code | Phone Number | Serving these Commonwealth Entities |
|--------------------------------|-----------------|----------|--------------|-------------------------------------|
| 601 N. Randolph St.            | Arlington       | 22203    | 703-312-7900 |                                     |
| 1560 Wilson Blvd., Suite 150   | Arlington       | 22209    | 703-528-6466 |                                     |
| 1225 S. Clark St.              | Arlington       | 22202    | 703-418-7240 |                                     |
| 2020 Jefferson Davis Hwy.      | Arlington       | 22202    | 703-553-7744 |                                     |
| 12210 Washington Hwy.          | Ashland         | 23005    | 804-752-2319 | Virginia VDFP Div. 1. Glen Allen    |
|                                |                 |          |              | Hanover County Public Schools-HR    |
|                                |                 |          |              | Caroline County Public School       |
|                                |                 |          |              | Virginia DOH Chickahominy           |
| 915 Blue Ridge Ave., Suite F   | Bedford         | 24523    | 540-586-8774 | Bedford County Public Schools       |
|                                |                 |          |              | Bedford County                      |
| 303 E. 5th St.                 | Big Stone Gap   | 24219    | 276-523-4700 |                                     |
| 1601 Tech Center Dr.           | Blacksburg      | 24060    | 540-231-4230 |                                     |
| 9570 A-1 Burke Rd.             | Burke           | 22015    | 703-503-7900 |                                     |
| 3781 Steelsburg Hwy.           | Cedar Bluff     | 24609    | 276-963-3345 | Virginia DRS-Pounding Mill          |
|                                |                 |          |              | Cumberland Mountain Community       |
|                                |                 |          |              | Southwest Virginia Community        |
|                                |                 |          |              | Virginia Pocahontas Correctional    |
|                                |                 |          |              | Virginia DOH-Cumberland District    |
| 4300 Chantilly Shopping Center | Chantilly       | 20151    | 703-378-0967 | VDOT Structure                      |
| 4048 Walney Rd.                | Chantilly       | 22151    | 703-968-8787 | Dept of Conservation                |
| 151 Seminole Ct.               | Charlottesville | 22901    | 434-974-7488 | Virginia Dept of Forestry           |
|                                |                 |          |              | VDOT-Transportation Research        |
|                                |                 |          |              | Albemarle High School               |
|                                |                 |          |              | Albemarle County General Services   |
|                                |                 |          |              | Western Albemarle High School       |

| Enterprise Location Address | City            | Zip Code | Phone Number | Serving these Commonwealth Entities |
|-----------------------------|-----------------|----------|--------------|-------------------------------------|
| 392 Pantops Center          | Charlottesville | 22911    | 434-979-5566 | Charlottesville City Schools        |
|                             |                 |          |              | Monticello High School              |
|                             |                 |          |              | Region Ten CSB                      |
|                             |                 |          |              | Thomas Jefferson Planning District  |
|                             |                 |          |              | Virginia DRS -Charlottesville       |
|                             |                 |          |              | Piedmont VA Community College       |
|                             |                 |          |              | Virginia DBVI Vib- Charlottesville  |
|                             |                 |          |              | Rivanna River Basin Commission      |
|                             |                 |          |              | Virginia DOH-Thomas Jefferson       |
| 1590 Seminole Trail         | Charlottesville | 22901    | 434-964-1625 |                                     |
| 1301 S. Military            | Chesapeake      | 23320    | 757-420-7700 |                                     |
| 1426 N. Battlefield Blvd.   | Chesapeake      | 23320    | 757-549-6600 | City of Chesapeake                  |
|                             |                 |          |              | Hickory High School-Chesapeake      |
|                             |                 |          |              | Virginia DOH-Chesapeake             |
|                             |                 |          |              | City of Chesapeake Schools          |
| 3125 Western Branch Blvd.   | Chesapeake      | 23321    | 757-638-0911 | Virginia DRS-Portsmouth FRS         |
| 3412 Western Branch Blvd.   | Chesapeake      | 23321    | 757-638-5323 |                                     |
| 1765 S. Military Hwy.       | Chesapeake      | 23320    | 757-366-9480 |                                     |
| 1636 S. Military Hwy.       | Chesapeake      | 23320    | 757-361-0081 | Southeastern VA Training Center     |
| 1245 Cedar Rd., Unit M      | Chesapeake      | 23322    | 757-548-2676 | City of Chesapeake-Risk Management  |
| 2110 Smith Ave.             | Chesapeake      | 23320    | 757-417-5507 |                                     |
| 642 Woodlake Dr.            | Chesapeake      | 23320    | 757-605-3033 |                                     |

| Enterprise Location Address | City             | Zip Code | Phone Number | Serving these Commonwealth Entities  |
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| 1301 S. Military Hwy.       | Chesapeake       | 23320    | 757-420-7700 |  |
| 12312 Jefferson Davis Hwy.  | Chester          | 23831    | 804-796-2003 | Virginia DOH-Chesterfield<br>Virginia Information Technology<br>Virginia DRS-Chesterfield FRS<br>John Tyler Community College  |
| 55 Ponderosa Ln.            | Christiansburg   | 24073    | 540-382-7970 | New River Valley Community College<br>Virginia Outdoors Foundation<br>Virginia DRS-Christiansburg<br>Virginia DOH-New River District<br>Montgomery County Public Schools<br>New River Valley Community Service |
| 325 Charles H. Dimmick Hwy. | Colonial Heights | 23834    | 804-520-5241 |  |
| 510 Highland Ave.           | Covington        | 24426    | 540-460-7546 | Covington City Public Schools<br>Virginia Social Services-Alleghany  |
| 15419 Brandy Rd.            | Culpeper         | 22701    | 540-829-7800 | Madison County Public Schools<br>Rappahannock-Rapidan Regional<br>Virginia DRS-Culpeper<br>Germanna Community College<br>VDOT-Culpeper District<br>Virginia DOH-Culpeper                                       |
| 3045 Riverside Dr.          | Danville         | 24541    | 434-791-2000 | City of Danville<br>Danville Community College<br>Virginia DOH-Pitts. County/Danville<br>Virginia Southern Mental Health<br>Virginia Green Rock Correction   |
| 23000 Indian Creek Dr.      | Dulles           | 20166    | 703-467-3177 | DOH-Northern VA<br>OCME-Northern VA<br>Department of Taxation Northern VA<br>Department of Education Northern VA<br>Emergency Response Northern VA<br>Dept of Social Services                                  |
| 23330 Autopilot Dr.         | Dulles           | 20166    | 703-661-8800 | Veteran Services   |

| Enterprise Location Address | City           | Zip Code | Phone Number | Serving these Commonwealth Entities  |
|-----------------------------|----------------|----------|--------------|--|
| 17481 Jefferson Davis Hwy.  | Dumfries       | 22026    | 703-221-2525 | Depart of Business   |
| 531 N Main St.              | Emporia        | 23847    | 434-634-2595 | Virginia DOC Greenville  |
| 9854 Fairfax Blvd.          | Fairfax        | 22030    | 703-273-3344 | DOH-Fairfax  |
| 3055 Nutley St.             | Fairfax        | 22031    | 703-280-4646 | George Mason<br>George Mason Motor Pool<br>DRS-Fairfax<br>DDS-Fairfax  |
| 11180 Fairfax Blvd.         | Fairfax        | 22030    | 703-273-8306 | Northern VA Mental Health  |
| 6286A Arlington Blvd.       | Falls Church   | 22044    | 703-237-9800 | Indigent Defense   |
| 156 Hillwood Ave.           | Falls Church   | 22046    | 703-241-9610 |  |
| 2851 Gallows Rd.            | Falls Church   | 22042    | 703-204-9400 |  |
| 2102B South Main St.        | Farmville      | 23901    | 434-315-0024 | Department of Military Affairs<br>Piedmont Soil & Water Conservation<br>Peter Francisco Soil/Water District<br>Longwood University - Business<br>Longwood University-SBDC<br>Virginia DRS-Farmville-FRS<br>Virginia DOH-Piedmont District<br>Virginia Piedmont Geriatric<br>Virginia Center Behavior Rehab<br>Virginia VDFP Div. 3 Farmville |
| 1431 Mahone Ave.            | Fort Lee       | 23801    | 804-957-4653 |  |
| 1100 Armory Dr., Ste 104    | Franklin       | 23851    | 757-562-3778 | Virginia DRS-Franklin FRS<br>Paul D Camp Community College<br>City of Franklin   |
| 4403 Plank Rd.              | Fredericksburg | 22407    | 540-785-9270 | Germanna Community College   |

## Exhibit A. Service Locations

| Enterprise Location Address | City       | Zip Code | Phone Number | Serving these Commonwealth Entities         |
|-----------------------------|------------|----------|--------------|---|
| 1138 W. Main St.            | Abingdon   | 24210    | 276-619-4555 | Bristol Redevelopment & Housing             |
|                             |            |          |              | Bristol Virginia Public Schools             |
|                             |            |          |              | Clinch Valley Soil & Water                  |
|                             |            |          |              | Highlands Community Service                 |
|                             |            |          |              | Holston River Soil & Water                  |
|                             |            |          |              | Town of Chilhowie                           |
|                             |            |          |              | Russell County Sheriff's Office             |
|                             |            |          |              | Washington County                           |
|                             |            |          |              | Washington County Public Schools            |
|                             |            |          |              | Virginia DRS Abingdon FRS                   |
|                             |            |          |              | Virginia DRS Bristol                        |
|                             |            |          |              | Virginia DRS Norton FRS                     |
|                             |            |          |              | Virginia Highlands Community College        |
|                             |            |          |              | Virginia Dept of Forestry                   |
|                             |            |          |              | VDOT Bristol District                       |
|                             |            |          |              | Virginia DOH- Washington County             |
|                             |            |          |              | Virginia DOH-SW Care Connection             |
|                             |            |          |              | Virginia DBVI Bristol Region                |
|                             |            |          |              | Virginia DOH Russell County                 |
| 1027 Main St.               | Altavista  | 24517    | 434-369-4201 |   |
| 5800 Edsall Rd.             | Alexandria | 22304    | 703-658-0010 | DGS Purchases NOVA                          |
|                             |            |          |              | DRS-Alexandria                              |
|                             |            |          |              | ABC Northern Virginia                       |
|                             |            |          |              | Virginia Tech National Cap.                 |
| 200 S. Pickett St.          | Alexandria | 22304    | 703-341-2117 | Governor's Office                           |
|                             |            |          |              | Northern Virginia Juvenile Detention Center |
| 4213 Duke St.               | Alexandria | 22304    | 703-212-4700 | Motor Vehicle Dealer                        |
| 5954 Richmond Hwy.          | Alexandria | 22303    | 703-960-6900 | DOH-Alexandria                              |
| 7520A Richmond Hwy.         | Alexandria | 22306    | 703-660-1331 | DRS-Northern VA                             |
| 7032 Columbia Pike          | Annandale  | 22003    | 703-658-3500 | Northern VA Community College               |
| 700 N. Glebe Rd.            | Arlington  | 22203    | 703-243-5404 |   |

| Enterprise Location Address    | City            | Zip Code | Phone Number | Serving these Commonwealth Entities |
|--------------------------------|-----------------|----------|--------------|-------------------------------------|
| 601 N. Randolph St.            | Arlington       | 22203    | 703-312-7900 |                                     |
| 1560 Wilson Blvd., Suite 150   | Arlington       | 22209    | 703-528-6466 |                                     |
| 1225 S. Clark St.              | Arlington       | 22202    | 703-418-7240 |                                     |
| 2020 Jefferson Davis Hwy.      | Arlington       | 22202    | 703-553-7744 |                                     |
| 12210 Washington Hwy.          | Ashland         | 23005    | 804-752-2319 | Virginia VDFP Div. 1. Glen Allen    |
|                                |                 |          |              | Hanover County Public Schools-HR    |
|                                |                 |          |              | Caroline County Public School       |
|                                |                 |          |              | Virginia DOH Chickahominy           |
| 915 Blue Ridge Ave., Suite F   | Bedford         | 24523    | 540-586-8774 | Bedford County Public Schools       |
|                                |                 |          |              | Bedford County                      |
| 303 E. 5th St.                 | Big Stone Gap   | 24219    | 276-523-4700 |                                     |
| 1601 Tech Center Dr.           | Blacksburg      | 24060    | 540-231-4230 |                                     |
| 9570 A-1 Burke Rd.             | Burke           | 22015    | 703-503-7900 |                                     |
| 3781 Steelsburg Hwy.           | Cedar Bluff     | 24609    | 276-963-3345 | Virginia DRS-Pounding Mill          |
|                                |                 |          |              | Cumberland Mountain Community       |
|                                |                 |          |              | Southwest Virginia Community        |
|                                |                 |          |              | Virginia Pocahontas Correctional    |
|                                |                 |          |              | Virginia DOH-Cumberland District    |
| 4300 Chantilly Shopping Center | Chantilly       | 20151    | 703-378-0967 | VDOT Structure                      |
| 4048 Walney Rd.                | Chantilly       | 22151    | 703-968-8787 | Dept of Conservation                |
| 151 Seminole Ct.               | Charlottesville | 22901    | 434-974-7488 | Virginia Dept of Forestry           |
|                                |                 |          |              | VDOT-Transportation Research        |
|                                |                 |          |              | Albemarle High School               |
|                                |                 |          |              | Albemarle County General Services   |
|                                |                 |          |              | Western Albemarle High School       |

| Enterprise Location Address | City            | Zip Code | Phone Number | Serving these Commonwealth Entities |
|-----------------------------|-----------------|----------|--------------|-------------------------------------|
| 392 Pantops Center          | Charlottesville | 22911    | 434-979-5566 | Charlottesville City Schools        |
|                             |                 |          |              | Monticello High School              |
|                             |                 |          |              | Region Ten CSB                      |
|                             |                 |          |              | Thomas Jefferson Planning District  |
|                             |                 |          |              | Virginia DRS -Charlottesville       |
|                             |                 |          |              | Piedmont VA Community College       |
|                             |                 |          |              | Virginia DBVI Vib- Charlottesville  |
|                             |                 |          |              | Rivanna River Basin Commission      |
|                             |                 |          |              | Virginia DOH-Thomas Jefferson       |
| 1590 Seminole Trail         | Charlottesville | 22901    | 434-964-1625 |                                     |
| 1301 S. Military            | Chesapeake      | 23320    | 757-420-7700 |                                     |
| 1426 N. Battlefield Blvd.   | Chesapeake      | 23320    | 757-549-6600 | City of Chesapeake                  |
|                             |                 |          |              | Hickory High School-Chesapeake      |
|                             |                 |          |              | Virginia DOH-Chesapeake             |
|                             |                 |          |              | City of Chesapeake Schools          |
| 3125 Western Branch Blvd.   | Chesapeake      | 23321    | 757-638-0911 | Virginia DRS-Portsmouth FRS         |
| 3412 Western Branch Blvd.   | Chesapeake      | 23321    | 757-638-5323 |                                     |
| 1765 S. Military Hwy.       | Chesapeake      | 23320    | 757-366-9480 |                                     |
| 1636 S. Military Hwy.       | Chesapeake      | 23320    | 757-361-0081 | Southeastern VA Training Center     |
| 1245 Cedar Rd., Unit M      | Chesapeake      | 23322    | 757-548-2676 | City of Chesapeake-Risk Management  |
| 2110 Smith Ave.             | Chesapeake      | 23320    | 757-417-5507 |                                     |
| 642 Woodlake Dr.            | Chesapeake      | 23320    | 757-605-3033 |                                     |



| Enterprise Location Address | City             | Zip Code | Phone Number | Serving these Commonwealth Entities  |
|-----------------------------|------------------|----------|--------------|--|
| 1301 S. Military Hwy.       | Chesapeake       | 23320    | 757-420-7700 |  |
| 12312 Jefferson Davis Hwy.  | Chester          | 23831    | 804-796-2003 | Virginia DOH-Chesterfield<br>Virginia Information Technology<br>Virginia DRS-Chesterfield FRS<br>John Tyler Community College  |
| 55 Ponderosa Ln.            | Christiansburg   | 24073    | 540-382-7970 | New River Valley Community College<br>Virginia Outdoors Foundation<br>Virginia DRS-Christiansburg<br>Virginia DOH-New River District<br>Montgomery County Public Schools<br>New River Valley Community Service |
| 325 Charles H. Dimmick Hwy. | Colonial Heights | 23834    | 804-520-5241 |  |
| 510 Highland Ave.           | Covington        | 24426    | 540-460-7546 | Covington City Public Schools<br>Virginia Social Services-Alleghany  |
| 15419 Brandy Rd.            | Culpeper         | 22701    | 540-829-7800 | Madison County Public Schools<br>Rappahannock-Rapidan Regional<br>Virginia DRS-Culpeper<br>Germanna Community College<br>VDOT-Culpeper District<br>Virginia DOH-Culpeper                                       |
| 3045 Riverside Dr.          | Danville         | 24541    | 434-791-2000 | City of Danville<br>Danville Community College<br>Virginia DOH-Pitts. County/Danville<br>Virginia Southern Mental Health<br>Virginia Green Rock Correction   |
| 23000 Indian Creek Dr.      | Dulles           | 20166    | 703-467-3177 | DOH-Northern VA<br>OCME-Northern VA<br>Department of Taxation Northern VA<br>Department of Education Northern VA<br>Emergency Response Northern VA<br>Dept of Social Services                                  |
| 23330 Autopilot Dr.         | Dulles           | 20166    | 703-661-8800 | Veteran Services   |

| Enterprise Location Address | City           | Zip Code | Phone Number | Serving these Commonwealth Entities  |
|-----------------------------|----------------|----------|--------------|--|
| 17481 Jefferson Davis Hwy.  | Dumfries       | 22026    | 703-221-2525 | Depart of Business   |
| 531 N Main St.              | Emporia        | 23847    | 434-634-2595 | Virginia DOC Greenville  |
| 9854 Fairfax Blvd.          | Fairfax        | 22030    | 703-273-3344 | DOH-Fairfax  |
| 3055 Nutley St.             | Fairfax        | 22031    | 703-280-4646 | George Mason<br>George Mason Motor Pool<br>DRS-Fairfax<br>DDS-Fairfax  |
| 11180 Fairfax Blvd.         | Fairfax        | 22030    | 703-273-8306 | Northern VA Mental Health  |
| 6286A Arlington Blvd.       | Falls Church   | 22044    | 703-237-9800 | Indigent Defense   |
| 156 Hillwood Ave.           | Falls Church   | 22046    | 703-241-9610 |  |
| 2851 Gallows Rd.            | Falls Church   | 22042    | 703-204-9400 |  |
| 2102B South Main St.        | Farmville      | 23901    | 434-315-0024 | Department of Military Affairs<br>Piedmont Soil & Water Conservation<br>Peter Francisco Soil/Water District<br>Longwood University - Business<br>Longwood University-SBDC<br>Virginia DRS-Farmville-FRS<br>Virginia DOH-Piedmont District<br>Virginia Piedmont Geriatric<br>Virginia Center Behavior Rehab<br>Virginia VDFP Div. 3 Farmville |
| 1431 Mahone Ave.            | Fort Lee       | 23801    | 804-957-4653 |  |
| 1100 Armory Dr., Ste 104    | Franklin       | 23851    | 757-562-3778 | Virginia DRS-Franklin FRS<br>Paul D Camp Community College<br>City of Franklin   |
| 4403 Plank Rd.              | Fredericksburg | 22407    | 540-785-9270 | Germanna Community College   |

| Enterprise Location Address  | City           | Zip Code | Phone Number | Serving these Commonwealth Entities  |
|------------------------------|----------------|----------|--------------|--------------------------------------|
| 4810 Jefferson Davis Hwy.    | Fredericksburg | 22408    | 540-891-2200 | DOH-Rappahannock                     |
|                              |                |          |              | DRS-Fredericksburg                   |
|                              |                |          |              | VDOT-Res Fredericksburg              |
|                              |                |          |              | University of Mary Washington        |
| 3455 Jefferson Davis Hwy.    | Fredericksburg | 22408    | 540-891-1800 | Attorney General                     |
| 20 Plantation Dr., Suite 109 | Fredericksburg | 22406    | 540-371-4143 |                                      |
| 1500 N. Shenandoah Ave.      | Front Royal    | 22630    | 540-636-8181 | VA Tech-Front Royal                  |
| 7486 Limestone Dr.           | Gainesville    | 20155    | 703-754-6505 | VDOT-Tolling Operations Division     |
| 146 Larkspur Ln.             | Galax          | 24333    | 276-236-4013 | Virginia DOH-Galax                   |
|                              |                |          |              | Galax Grayson Emergency Medical      |
|                              |                |          |              | Carroll County Public Schools        |
|                              |                |          |              | Carroll County, Virginia             |
| 10056 W. Broad St.           | Glen Allen     | 23060    | 804-346-9500 | Dept. Professional & Occupational    |
|                              |                |          |              | Virginia Department of Emergency     |
|                              |                |          |              | Henrico County Public Schools        |
|                              |                |          |              | Virginia Health Professions          |
|                              |                |          |              | Virginia DDS - Medicaid Disability   |
|                              |                |          |              | Virginia DOH - Licensure &           |
|                              |                |          |              | Virginia Board of Accountancy        |
| 8611 Telegraph Rd.           | Glen Allen     | 23060    | 804-627-6125 | Virginia Emergency Medical Services  |
|                              |                |          |              |                                      |
| 10401 Knotty Pine Ln.        | Glen Allen     | 23059    | 804-752-6039 | Virginia Department of Fire Programs |
| 1268 Mountain Rd.            | Glen Allen     | 23060    | 804-261-5490 |                                      |

| Enterprise Location Address           | City         | Zip Code | Phone Number | Serving these Commonwealth Entities   |
|---------------------------------------|--------------|----------|--------------|---|
| 6921 George Washington Memorial. Hwy. | Gloucester   | 23061    | 804-694-8226 | Community Services Board-MPNN<br>County of Gloucester<br>Virginia Dept of Health 3 Rivers<br>Rappahannock Community College   |
| 3004 W. Mercury Blvd.                 | Hampton      | 23666    | 757-838-7770 | Virginia School for The Deaf  |
| 1020 West Mercury Blvd.               | Hampton      | 23666    | 757-826-3448 |   |
| 906 W. Mercury Blvd.                  | Hampton      | 23666    | 757-896-0360 | Virginia DRS-Hampton FRS<br>Hampton Newport News Community<br>Thomas Nelson Community College   |
| 766 Settlers Landing Rd., Unit M      | Hampton      | 23668    | 757-723-7997 | Virginia DOH-Hampton<br>City of Hampton-Fleet Management<br>City of Hampton-Business<br>Fort Monroe Federal Area Development  |
| 3115 South Main St.                   | Harrisonburg | 22801    | 540-433-7455 | City of Harrisonburg<br>Harrisonburg Park and Recreation<br>City of Harrisonburg<br>City of Harrisonburg-Economic<br>Harrisonburg-Commission of Revenue<br>City of Harrisonburg-IT Dept<br>Harrisonburg City Public Schools<br>Rockingham County Schools<br>Rockingham Co. Sheriff's Office |
| 734 East Market St.                   | Harrisonburg | 22801    | 540-432-8690 | Virginia DRS-Harrisonburg FRS<br>Harrisonburg Rockingham Community<br>Lord Fairfax CC-Luray<br>City of Harrisonburg - Personal  |

| Enterprise Location Address  | City            | Zip Code | Phone Number | Serving these Commonwealth Entities   |
|------------------------------|-----------------|----------|--------------|---|
| 2200 Centreville Rd.         | Herndon         | 20170    | 703-467-9286 |   |
| 5954 Richmond Hwy.           | King George     | 22485    | 540-663-2244 |   |
| 3922 US Hwy 19               | Lebanon         | 24266    | 276-889-5601 |   |
| 25 Fairfax Street            | Leesburg        | 20175    | 703-777-5800 | Virginia DOH-Loudoun County<br>Northern VA Community College  |
| 33 Quarry Ln.                | Lexington       | 24450    | 540-463-4679 | Dabney S. Lancaster Community<br>City of Lexington<br>Rockbridge Regional Jail<br>Rockbridge Area Community Service<br>Rockbridge County Public Schools   |
| 7000F Newington Rd.          | Lorton          | 22079    | 703-339-6900 |   |
| 3913 Old Forest Rd.          | Lynchburg       | 24501    | 434-385-7511 | Central VA Community Services<br>City of Lynchburg-Fleet Services<br>Virginia DRS-Lynchburg FRS<br>VDOT-Lynchburg District<br>Virginia DOH-Central VA District<br>E.C. Glass High School<br>Virginia Region 2000<br>Horizon Behavioral Health |
| 2415 Wards Rd.               | Lynchburg       | 24052    | 434-237-5656 | Central VA Community College  |
| 4449 S. Amherst Hwy.         | Madison Heights | 24572    | 434-528-3780 | Appomattox County Public Schools<br>Nelson County School Board  |
| 9111 Euclid Ave.             | Manassas        | 20110    | 703-330-9696 | VDOT Interstate   |
| 8513 Manassas Dr., Suite 101 | Manassas        | 20111    | 703-393-6475 | VDOT NOVA District Equip.<br>VDOT NOVA Northern District<br>Dept of Agriculture-John Lawton<br>DRS-Manassas<br>Forensic Science   |

| Enterprise Location Address | City           | Zip Code | Phone Number | Serving these Commonwealth Entities  |
|-----------------------------|----------------|----------|--------------|--|
| 5948 Centreville Crest Lane | Manassas       | 20121    | 703-266-5716 | VIAB   |
| 7823 Sudley Rd.             | Manassas       | 20109    | 703-331-5616 | Military Affairs   |
| 819 W. Main St.             | Marion         | 24354    | 276-783-4485 | Town of Marion<br>Smyth County Public Schools<br>Virginia DRS-Marion FRS<br>Virginia DOH-Marion<br>Southwestern VA Mental Health<br>Virginia VDFP Div. 4 Marion  |
| 717 Memorial Blvd.          | Martinsville   | 24112    | 276-638-1121 | Henry County Schools<br>Martinsville City Public Schools<br>Virginia DRS -Martinsville<br>Patrick Henry Community College<br>Virginia Museum of Nat. History<br>New College Institute<br>Piedmont Community Services |
| 1572 Springhill Rd.         | Mclean         | 22102    | 703-918-0034 |  |
| 8251 Greensboro Dr.         | Mclean         | 22102    | 703-448-7680 |  |
| 7006 Mechanicsville Tpk.    | Mechanicsville | 23111    | 804-730-4176 |  |
| 11651 Midlothian Tpk.       | Midlothian     | 23113    | 804-794-1161 | Dept. of Emergency Management  |
| 618 J. Clyde Morris Blvd.   | Newport News   | 23601    | 757-873-3003 | Christopher Newport University<br>Virginia DOH-Peninsula<br>City of Newport News Fleet Management  |
| 12525 Jefferson Ave.        | Newport News   | 23602    | 757-872-7882 |  |
| 12950 Jefferson Ave.        | Newport News   | 23608    | 757-872-9536 |  |

| Enterprise Location Address  | City         | Zip Code | Phone Number | Serving these Commonwealth Entities |
|------------------------------|--------------|----------|--------------|-------------------------------------|
| 12896 Jefferson Ave.         | Newport News | 23608    | 757-988-0117 |                                     |
| 900 Bland Blvd               | Newport News | 23602    | 757-874-3279 |                                     |
| 11061 Warwick Blvd.          | Newport News | 23601    | 757-595-7880 |                                     |
| 3561 N. Military Hwy.        | Norfolk      | 23518    | 757-853-7700 | Virginia DRS-Norfolk                |
|                              |              |          |              | Virginia DBVI-Norfolk               |
|                              |              |          |              | City of Norfolk                     |
|                              |              |          |              | City of Norfolk-Libraries           |
|                              |              |          |              | Vice & Narcotics Division           |
|                              |              |          |              | Virginia DDS-Norfolk                |
| 7520 N. Military Hwy.        | Norfolk      | 23518    | 757-588-5818 |                                     |
| 6252 E. Virginia Beach Blvd. | Norfolk      | 23502    | 757-461-3453 |                                     |
| 1361 East Little Creek Rd.   | Norfolk      | 23518    | 757-583-7700 |                                     |

| Enterprise Location Address | City    | Zip Code | Phone Number | Serving these Commonwealth Entities  |
|-----------------------------|---------|----------|--------------|--|
| 751 Monticello Ave.         | Norfolk | 23510    | 757-627-2833 | Norfolk State University<br>Norfolk Budgets and Grants<br>Norfolk Department of Neighborhood Development<br>Norfolk Human Services<br>Norfolk Office of Emergency<br>Norfolk Public Schools<br>NSU Department of Computer Science<br>NSU Procurement Services<br>NSU Student Support Center<br>NSU Financial Aid Office<br>NSU Grants and Contracts<br>NSU Transformation Center<br>Virginia DOH- Norfolk<br>Virginia Forensic Science-Norfolk<br>Virginia Port Authority<br>Recreation Parks & Open Space<br>Eastern Virginia Medical School<br>City of Norfolk Community Service<br>City of Norfolk City Auditors Office<br>City of Norfolk Communications &<br>City of Norfolk Department of General<br>City of Norfolk Public Works<br>Seven Venues<br>Tidewater Community College |
| 912 W. Little Creek Rd.     | Norfolk | 23505    | 757-489-2006 |  |
| 2200 Norview Ave.           | Norfolk | 23518    | 757-855-1329 |  |
| 3600 N Military Hwy.        | Norfolk | 23518    | 757-855-0194 |  |
| 6101 Burton Station Rd.     | Norfolk | 23502    | 757-857-1076 |  |
| 3561 N. Military Hwy.       | Norfolk | 23518    | 757-583-1772 |  |



| Enterprise Location Address | City       | Zip Code | Phone Number | Serving these Commonwealth Entities |
|-----------------------------|------------|----------|--------------|-------------------------------------|
| 497 Hawthorne Dr.<br>NW     | Norton     | 24273    | 276-679-3134 | Norton City Schools                 |
|                             |            |          |              | City of Norton                      |
|                             |            |          |              | Lonesome Pine Regional Library      |
|                             |            |          |              | Mountain Empire Community College   |
|                             |            |          |              | Virginia DOH-Lenowisco District     |
|                             |            |          |              | Virginia DOH-Lee County             |
|                             |            |          |              | Virginia DOH-Scott County           |
|                             |            |          |              | Virginia DOH-Wise County            |
|                             |            |          |              | Virginia Wallens Ridge Prison       |
|                             |            |          |              | Virginia Red Onion State Prison     |
|                             |            |          |              | Wise County Public Schools          |
| 12385 James<br>Madison Hwy. | Orange     | 22960    | 540-672-6344 | Lenowisco Planning District         |
|                             |            |          |              | Virginia DOH-Orange                 |
|                             |            |          |              | Orange County Public Schools        |
| 794 N. Main St.             | Pearisburg | 24134    | 540-921-4285 | Virginia VDFP Div. 2 Orange         |
| 3206 S. Crater Rd.          | Petersburg | 23805    | 804-861-9305 | Town of Pearisburg                  |
|                             |            |          |              | Richard Bland College               |
|                             |            |          |              | Virginia DRS-Petersburg FRS         |
|                             |            |          |              | Virginia Dept Of Historic Resources |
|                             |            |          |              | Virginia Central State Hospital     |
|                             |            |          |              | Virginia Southside Training Center  |
|                             |            |          |              | Virginia Hiram Davis Medical Center |
| 2841 Airline Blvd.          | Portsmouth | 23701    | 757-465-1000 | City of Petersburg Parks            |
| 1220 High St.               | Portsmouth | 23704    | 757-399-5262 | Virginia DOH-Crater                 |
| 3310 Airline Blvd.          | Portsmouth | 23701    | 757-465-2272 | Virginia DOH-Portsmouth             |

## Exhibit A. Service Locations

| Enterprise Location Address | City       | Zip Code | Phone Number | Serving these Commonwealth Entities         |
|-----------------------------|------------|----------|--------------|---|
| 1138 W. Main St.            | Abingdon   | 24210    | 276-619-4555 | Bristol Redevelopment & Housing             |
|                             |            |          |              | Bristol Virginia Public Schools             |
|                             |            |          |              | Clinch Valley Soil & Water                  |
|                             |            |          |              | Highlands Community Service                 |
|                             |            |          |              | Holston River Soil & Water                  |
|                             |            |          |              | Town of Chilhowie                           |
|                             |            |          |              | Russell County Sheriff's Office             |
|                             |            |          |              | Washington County                           |
|                             |            |          |              | Washington County Public Schools            |
|                             |            |          |              | Virginia DRS Abingdon FRS                   |
|                             |            |          |              | Virginia DRS Bristol                        |
|                             |            |          |              | Virginia DRS Norton FRS                     |
|                             |            |          |              | Virginia Highlands Community College        |
|                             |            |          |              | Virginia Dept of Forestry                   |
|                             |            |          |              | VDOT Bristol District                       |
|                             |            |          |              | Virginia DOH- Washington County             |
|                             |            |          |              | Virginia DOH-SW Care Connection             |
|                             |            |          |              | Virginia DBVI Bristol Region                |
|                             |            |          |              | Virginia DOH Russell County                 |
| 1027 Main St.               | Altavista  | 24517    | 434-369-4201 |   |
| 5800 Edsall Rd.             | Alexandria | 22304    | 703-658-0010 | DGS Purchases NOVA                          |
|                             |            |          |              | DRS-Alexandria                              |
|                             |            |          |              | ABC Northern Virginia                       |
|                             |            |          |              | Virginia Tech National Cap.                 |
| 200 S. Pickett St.          | Alexandria | 22304    | 703-341-2117 | Governor's Office                           |
|                             |            |          |              | Northern Virginia Juvenile Detention Center |
| 4213 Duke St.               | Alexandria | 22304    | 703-212-4700 | Motor Vehicle Dealer                        |
| 5954 Richmond Hwy.          | Alexandria | 22303    | 703-960-6900 | DOH-Alexandria                              |
| 7520A Richmond Hwy.         | Alexandria | 22306    | 703-660-1331 | DRS-Northern VA                             |
| 7032 Columbia Pike          | Annandale  | 22003    | 703-658-3500 | Northern VA Community College               |
| 700 N. Glebe Rd.            | Arlington  | 22203    | 703-243-5404 |   |

| Enterprise Location Address    | City            | Zip Code | Phone Number | Serving these Commonwealth Entities |
|--------------------------------|-----------------|----------|--------------|-------------------------------------|
| 601 N. Randolph St.            | Arlington       | 22203    | 703-312-7900 |                                     |
| 1560 Wilson Blvd., Suite 150   | Arlington       | 22209    | 703-528-6466 |                                     |
| 1225 S. Clark St.              | Arlington       | 22202    | 703-418-7240 |                                     |
| 2020 Jefferson Davis Hwy.      | Arlington       | 22202    | 703-553-7744 |                                     |
| 12210 Washington Hwy.          | Ashland         | 23005    | 804-752-2319 | Virginia VDFP Div. 1. Glen Allen    |
|                                |                 |          |              | Hanover County Public Schools-HR    |
|                                |                 |          |              | Caroline County Public School       |
|                                |                 |          |              | Virginia DOH Chickahominy           |
| 915 Blue Ridge Ave., Suite F   | Bedford         | 24523    | 540-586-8774 | Bedford County Public Schools       |
|                                |                 |          |              | Bedford County                      |
| 303 E. 5th St.                 | Big Stone Gap   | 24219    | 276-523-4700 |                                     |
| 1601 Tech Center Dr.           | Blacksburg      | 24060    | 540-231-4230 |                                     |
| 9570 A-1 Burke Rd.             | Burke           | 22015    | 703-503-7900 |                                     |
| 3781 Steelsburg Hwy.           | Cedar Bluff     | 24609    | 276-963-3345 | Virginia DRS-Pounding Mill          |
|                                |                 |          |              | Cumberland Mountain Community       |
|                                |                 |          |              | Southwest Virginia Community        |
|                                |                 |          |              | Virginia Pocahontas Correctional    |
|                                |                 |          |              | Virginia DOH-Cumberland District    |
| 4300 Chantilly Shopping Center | Chantilly       | 20151    | 703-378-0967 | VDOT Structure                      |
| 4048 Walney Rd.                | Chantilly       | 22151    | 703-968-8787 | Dept of Conservation                |
| 151 Seminole Ct.               | Charlottesville | 22901    | 434-974-7488 | Virginia Dept of Forestry           |
|                                |                 |          |              | VDOT-Transportation Research        |
|                                |                 |          |              | Albemarle High School               |
|                                |                 |          |              | Albemarle County General Services   |
|                                |                 |          |              | Western Albemarle High School       |

| Enterprise Location Address | City            | Zip Code | Phone Number | Serving these Commonwealth Entities |
|-----------------------------|-----------------|----------|--------------|-------------------------------------|
| 392 Pantops Center          | Charlottesville | 22911    | 434-979-5566 | Charlottesville City Schools        |
|                             |                 |          |              | Monticello High School              |
|                             |                 |          |              | Region Ten CSB                      |
|                             |                 |          |              | Thomas Jefferson Planning District  |
|                             |                 |          |              | Virginia DRS -Charlottesville       |
|                             |                 |          |              | Piedmont VA Community College       |
|                             |                 |          |              | Virginia DBVI Vib- Charlottesville  |
|                             |                 |          |              | Rivanna River Basin Commission      |
|                             |                 |          |              | Virginia DOH-Thomas Jefferson       |
| 1590 Seminole Trail         | Charlottesville | 22901    | 434-964-1625 |                                     |
| 1301 S. Military            | Chesapeake      | 23320    | 757-420-7700 |                                     |
| 1426 N. Battlefield Blvd.   | Chesapeake      | 23320    | 757-549-6600 | City of Chesapeake                  |
|                             |                 |          |              | Hickory High School-Chesapeake      |
|                             |                 |          |              | Virginia DOH-Chesapeake             |
|                             |                 |          |              | City of Chesapeake Schools          |
| 3125 Western Branch Blvd.   | Chesapeake      | 23321    | 757-638-0911 | Virginia DRS-Portsmouth FRS         |
| 3412 Western Branch Blvd.   | Chesapeake      | 23321    | 757-638-5323 |                                     |
| 1765 S. Military Hwy.       | Chesapeake      | 23320    | 757-366-9480 |                                     |
| 1636 S. Military Hwy.       | Chesapeake      | 23320    | 757-361-0081 | Southeastern VA Training Center     |
| 1245 Cedar Rd., Unit M      | Chesapeake      | 23322    | 757-548-2676 | City of Chesapeake-Risk Management  |
| 2110 Smith Ave.             | Chesapeake      | 23320    | 757-417-5507 |                                     |
| 642 Woodlake Dr.            | Chesapeake      | 23320    | 757-605-3033 |                                     |

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|-----------------------------|------------------|----------|--------------|--|
| 1301 S. Military Hwy.       | Chesapeake       | 23320    | 757-420-7700 |  |
| 12312 Jefferson Davis Hwy.  | Chester          | 23831    | 804-796-2003 | Virginia DOH-Chesterfield<br>Virginia Information Technology<br>Virginia DRS-Chesterfield FRS<br>John Tyler Community College  |
| 55 Ponderosa Ln.            | Christiansburg   | 24073    | 540-382-7970 | New River Valley Community College<br>Virginia Outdoors Foundation<br>Virginia DRS-Christiansburg<br>Virginia DOH-New River District<br>Montgomery County Public Schools<br>New River Valley Community Service |
| 325 Charles H. Dimmick Hwy. | Colonial Heights | 23834    | 804-520-5241 |  |
| 510 Highland Ave.           | Covington        | 24426    | 540-460-7546 | Covington City Public Schools<br>Virginia Social Services-Alleghany  |
| 15419 Brandy Rd.            | Culpeper         | 22701    | 540-829-7800 | Madison County Public Schools<br>Rappahannock-Rapidan Regional<br>Virginia DRS-Culpeper<br>Germanna Community College<br>VDOT-Culpeper District<br>Virginia DOH-Culpeper                                       |
| 3045 Riverside Dr.          | Danville         | 24541    | 434-791-2000 | City of Danville<br>Danville Community College<br>Virginia DOH-Pitts. County/Danville<br>Virginia Southern Mental Health<br>Virginia Green Rock Correction   |
| 23000 Indian Creek Dr.      | Dulles           | 20166    | 703-467-3177 | DOH-Northern VA<br>OCME-Northern VA<br>Department of Taxation Northern VA<br>Department of Education Northern VA<br>Emergency Response Northern VA<br>Dept of Social Services                                  |
| 23330 Autopilot Dr.         | Dulles           | 20166    | 703-661-8800 | Veteran Services   |

| Enterprise Location Address | City           | Zip Code | Phone Number | Serving these Commonwealth Entities  |
|-----------------------------|----------------|----------|--------------|--|
| 17481 Jefferson Davis Hwy.  | Dumfries       | 22026    | 703-221-2525 | Depart of Business   |
| 531 N Main St.              | Emporia        | 23847    | 434-634-2595 | Virginia DOC Greensville   |
| 9854 Fairfax Blvd.          | Fairfax        | 22030    | 703-273-3344 | DOH-Fairfax  |
| 3055 Nutley St.             | Fairfax        | 22031    | 703-280-4646 | George Mason<br>George Mason Motor Pool<br>DRS-Fairfax<br>DDS-Fairfax  |
| 11180 Fairfax Blvd.         | Fairfax        | 22030    | 703-273-8306 | Northern VA Mental Health  |
| 6286A Arlington Blvd.       | Falls Church   | 22044    | 703-237-9800 | Indigent Defense   |
| 156 Hillwood Ave.           | Falls Church   | 22046    | 703-241-9610 |  |
| 2851 Gallows Rd.            | Falls Church   | 22042    | 703-204-9400 |  |
| 2102B South Main St.        | Farmville      | 23901    | 434-315-0024 | Department of Military Affairs<br>Piedmont Soil & Water Conservation<br>Peter Francisco Soil/Water District<br>Longwood University - Business<br>Longwood University-SBDC<br>Virginia DRS-Farmville-FRS<br>Virginia DOH-Piedmont District<br>Virginia Piedmont Geriatric<br>Virginia Center Behavior Rehab<br>Virginia VDFP Div. 3 Farmville |
| 1431 Mahone Ave.            | Fort Lee       | 23801    | 804-957-4653 |  |
| 1100 Armory Dr., Ste 104    | Franklin       | 23851    | 757-562-3778 | Virginia DRS-Franklin FRS<br>Paul D Camp Community College<br>City of Franklin   |
| 4403 Plank Rd.              | Fredericksburg | 22407    | 540-785-9270 | Germanna Community College   |

## Exhibit A. Service Locations

| Enterprise Location Address | City       | Zip Code | Phone Number | Serving these Commonwealth Entities         |
|-----------------------------|------------|----------|--------------|---|
| 1138 W. Main St.            | Abingdon   | 24210    | 276-619-4555 | Bristol Redevelopment & Housing             |
|                             |            |          |              | Bristol Virginia Public Schools             |
|                             |            |          |              | Clinch Valley Soil & Water                  |
|                             |            |          |              | Highlands Community Service                 |
|                             |            |          |              | Holston River Soil & Water                  |
|                             |            |          |              | Town of Chilhowie                           |
|                             |            |          |              | Russell County Sheriff's Office             |
|                             |            |          |              | Washington County                           |
|                             |            |          |              | Washington County Public Schools            |
|                             |            |          |              | Virginia DRS Abingdon FRS                   |
|                             |            |          |              | Virginia DRS Bristol                        |
|                             |            |          |              | Virginia DRS Norton FRS                     |
|                             |            |          |              | Virginia Highlands Community College        |
|                             |            |          |              | Virginia Dept of Forestry                   |
|                             |            |          |              | VDOT Bristol District                       |
|                             |            |          |              | Virginia DOH- Washington County             |
|                             |            |          |              | Virginia DOH-SW Care Connection             |
|                             |            |          |              | Virginia DBVI Bristol Region                |
|                             |            |          |              | Virginia DOH Russell County                 |
| 1027 Main St.               | Altavista  | 24517    | 434-369-4201 |   |
| 5800 Edsall Rd.             | Alexandria | 22304    | 703-658-0010 | DGS Purchases NOVA                          |
|                             |            |          |              | DRS-Alexandria                              |
|                             |            |          |              | ABC Northern Virginia                       |
|                             |            |          |              | Virginia Tech National Cap.                 |
| 200 S. Pickett St.          | Alexandria | 22304    | 703-341-2117 | Governor's Office                           |
|                             |            |          |              | Northern Virginia Juvenile Detention Center |
| 4213 Duke St.               | Alexandria | 22304    | 703-212-4700 | Motor Vehicle Dealer                        |
| 5954 Richmond Hwy.          | Alexandria | 22303    | 703-960-6900 | DOH-Alexandria                              |
| 7520A Richmond Hwy.         | Alexandria | 22306    | 703-660-1331 | DRS-Northern VA                             |
| 7032 Columbia Pike          | Annandale  | 22003    | 703-658-3500 | Northern VA Community College               |
| 700 N. Glebe Rd.            | Arlington  | 22203    | 703-243-5404 |   |

| Enterprise Location Address    | City            | Zip Code | Phone Number | Serving these Commonwealth Entities |
|--------------------------------|-----------------|----------|--------------|-------------------------------------|
| 601 N. Randolph St.            | Arlington       | 22203    | 703-312-7900 |                                     |
| 1560 Wilson Blvd., Suite 150   | Arlington       | 22209    | 703-528-6466 |                                     |
| 1225 S. Clark St.              | Arlington       | 22202    | 703-418-7240 |                                     |
| 2020 Jefferson Davis Hwy.      | Arlington       | 22202    | 703-553-7744 |                                     |
| 12210 Washington Hwy.          | Ashland         | 23005    | 804-752-2319 | Virginia VDFP Div. 1. Glen Allen    |
|                                |                 |          |              | Hanover County Public Schools-HR    |
|                                |                 |          |              | Caroline County Public School       |
|                                |                 |          |              | Virginia DOH Chickahominy           |
| 915 Blue Ridge Ave., Suite F   | Bedford         | 24523    | 540-586-8774 | Bedford County Public Schools       |
|                                |                 |          |              | Bedford County                      |
| 303 E. 5th St.                 | Big Stone Gap   | 24219    | 276-523-4700 |                                     |
| 1601 Tech Center Dr.           | Blacksburg      | 24060    | 540-231-4230 |                                     |
| 9570 A-1 Burke Rd.             | Burke           | 22015    | 703-503-7900 |                                     |
| 3781 Steelsburg Hwy.           | Cedar Bluff     | 24609    | 276-963-3345 | Virginia DRS-Pounding Mill          |
|                                |                 |          |              | Cumberland Mountain Community       |
|                                |                 |          |              | Southwest Virginia Community        |
|                                |                 |          |              | Virginia Pocahontas Correctional    |
|                                |                 |          |              | Virginia DOH-Cumberland District    |
| 4300 Chantilly Shopping Center | Chantilly       | 20151    | 703-378-0967 | VDOT Structure                      |
| 4048 Walney Rd.                | Chantilly       | 22151    | 703-968-8787 | Dept of Conservation                |
| 151 Seminole Ct.               | Charlottesville | 22901    | 434-974-7488 | Virginia Dept of Forestry           |
|                                |                 |          |              | VDOT-Transportation Research        |
|                                |                 |          |              | Albemarle High School               |
|                                |                 |          |              | Albemarle County General Services   |
|                                |                 |          |              | Western Albemarle High School       |



| Enterprise Location Address | City            | Zip Code | Phone Number | Serving these Commonwealth Entities |
|-----------------------------|-----------------|----------|--------------|-------------------------------------|
| 392 Pantops Center          | Charlottesville | 22911    | 434-979-5566 | Charlottesville City Schools        |
|                             |                 |          |              | Monticello High School              |
|                             |                 |          |              | Region Ten CSB                      |
|                             |                 |          |              | Thomas Jefferson Planning District  |
|                             |                 |          |              | Virginia DRS -Charlottesville       |
|                             |                 |          |              | Piedmont VA Community College       |
|                             |                 |          |              | Virginia DBVI Vib- Charlottesville  |
|                             |                 |          |              | Rivanna River Basin Commission      |
|                             |                 |          |              | Virginia DOH-Thomas Jefferson       |
| 1590 Seminole Trail         | Charlottesville | 22901    | 434-964-1625 |                                     |
| 1301 S. Military            | Chesapeake      | 23320    | 757-420-7700 |                                     |
| 1426 N. Battlefield Blvd.   | Chesapeake      | 23320    | 757-549-6600 | City of Chesapeake                  |
|                             |                 |          |              | Hickory High School-Chesapeake      |
|                             |                 |          |              | Virginia DOH-Chesapeake             |
|                             |                 |          |              | City of Chesapeake Schools          |
| 3125 Western Branch Blvd.   | Chesapeake      | 23321    | 757-638-0911 | Virginia DRS-Portsmouth FRS         |
| 3412 Western Branch Blvd.   | Chesapeake      | 23321    | 757-638-5323 |                                     |
| 1765 S. Military Hwy.       | Chesapeake      | 23320    | 757-366-9480 |                                     |
| 1636 S. Military Hwy.       | Chesapeake      | 23320    | 757-361-0081 | Southeastern VA Training Center     |
| 1245 Cedar Rd., Unit M      | Chesapeake      | 23322    | 757-548-2676 | City of Chesapeake-Risk Management  |
| 2110 Smith Ave.             | Chesapeake      | 23320    | 757-417-5507 |                                     |
| 642 Woodlake Dr.            | Chesapeake      | 23320    | 757-605-3033 |                                     |

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| Enterprise Location Address | City       | Zip Code | Phone Number | Serving these Commonwealth Entities         |
|-----------------------------|------------|----------|--------------|---|
| 1138 W. Main St.            | Abingdon   | 24210    | 276-619-4555 | Bristol Redevelopment & Housing             |
|                             |            |          |              | Bristol Virginia Public Schools             |
|                             |            |          |              | Clinch Valley Soil & Water                  |
|                             |            |          |              | Highlands Community Service                 |
|                             |            |          |              | Holston River Soil & Water                  |
|                             |            |          |              | Town of Chilhowie                           |
|                             |            |          |              | Russell County Sheriff's Office             |
|                             |            |          |              | Washington County                           |
|                             |            |          |              | Washington County Public Schools            |
|                             |            |          |              | Virginia DRS Abingdon FRS                   |
|                             |            |          |              | Virginia DRS Bristol                        |
|                             |            |          |              | Virginia DRS Norton FRS                     |
|                             |            |          |              | Virginia Highlands Community College        |
|                             |            |          |              | Virginia Dept of Forestry                   |
|                             |            |          |              | VDOT Bristol District                       |
|                             |            |          |              | Virginia DOH- Washington County             |
|                             |            |          |              | Virginia DOH-SW Care Connection             |
|                             |            |          |              | Virginia DBVI Bristol Region                |
|                             |            |          |              | Virginia DOH Russell County                 |
| 1027 Main St.               | Altavista  | 24517    | 434-369-4201 |   |
| 5800 Edsall Rd.             | Alexandria | 22304    | 703-658-0010 | DGS Purchases NOVA                          |
|                             |            |          |              | DRS-Alexandria                              |
|                             |            |          |              | ABC Northern Virginia                       |
|                             |            |          |              | Virginia Tech National Cap.                 |
| 200 S. Pickett St.          | Alexandria | 22304    | 703-341-2117 | Governor's Office                           |
|                             |            |          |              | Northern Virginia Juvenile Detention Center |
| 4213 Duke St.               | Alexandria | 22304    | 703-212-4700 | Motor Vehicle Dealer                        |
| 5954 Richmond Hwy.          | Alexandria | 22303    | 703-960-6900 | DOH-Alexandria                              |
| 7520A Richmond Hwy.         | Alexandria | 22306    | 703-660-1331 | DRS-Northern VA                             |
| 7032 Columbia Pike          | Annandale  | 22003    | 703-658-3500 | Northern VA Community College               |
| 700 N. Glebe Rd.            | Arlington  | 22203    | 703-243-5404 |   |

| Enterprise Location Address    | City            | Zip Code | Phone Number | Serving these Commonwealth Entities |
|--------------------------------|-----------------|----------|--------------|-------------------------------------|
| 601 N. Randolph St.            | Arlington       | 22203    | 703-312-7900 |                                     |
| 1560 Wilson Blvd., Suite 150   | Arlington       | 22209    | 703-528-6466 |                                     |
| 1225 S. Clark St.              | Arlington       | 22202    | 703-418-7240 |                                     |
| 2020 Jefferson Davis Hwy.      | Arlington       | 22202    | 703-553-7744 |                                     |
| 12210 Washington Hwy.          | Ashland         | 23005    | 804-752-2319 | Virginia VDFP Div. 1. Glen Allen    |
|                                |                 |          |              | Hanover County Public Schools-HR    |
|                                |                 |          |              | Caroline County Public School       |
|                                |                 |          |              | Virginia DOH Chickahominy           |
| 915 Blue Ridge Ave., Suite F   | Bedford         | 24523    | 540-586-8774 | Bedford County Public Schools       |
|                                |                 |          |              | Bedford County                      |
| 303 E. 5th St.                 | Big Stone Gap   | 24219    | 276-523-4700 |                                     |
| 1601 Tech Center Dr.           | Blacksburg      | 24060    | 540-231-4230 |                                     |
| 9570 A-1 Burke Rd.             | Burke           | 22015    | 703-503-7900 |                                     |
| 3781 Steelsburg Hwy.           | Cedar Bluff     | 24609    | 276-963-3345 | Virginia DRS-Pounding Mill          |
|                                |                 |          |              | Cumberland Mountain Community       |
|                                |                 |          |              | Southwest Virginia Community        |
|                                |                 |          |              | Virginia Pocahontas Correctional    |
|                                |                 |          |              | Virginia DOH-Cumberland District    |
| 4300 Chantilly Shopping Center | Chantilly       | 20151    | 703-378-0967 | VDOT Structure                      |
| 4048 Walney Rd.                | Chantilly       | 22151    | 703-968-8787 | Dept of Conservation                |
| 151 Seminole Ct.               | Charlottesville | 22901    | 434-974-7488 | Virginia Dept of Forestry           |
|                                |                 |          |              | VDOT-Transportation Research        |
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|                                |                 |          |              | Albemarle County General Services   |
|                                |                 |          |              | Western Albemarle High School       |

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|-----------------------------|-----------------|----------|--------------|-------------------------------------|
| 392 Pantops Center          | Charlottesville | 22911    | 434-979-5566 | Charlottesville City Schools        |
|                             |                 |          |              | Monticello High School              |
|                             |                 |          |              | Region Ten CSB                      |
|                             |                 |          |              | Thomas Jefferson Planning District  |
|                             |                 |          |              | Virginia DRS -Charlottesville       |
|                             |                 |          |              | Piedmont VA Community College       |
|                             |                 |          |              | Virginia DBVI Vib- Charlottesville  |
|                             |                 |          |              | Rivanna River Basin Commission      |
|                             |                 |          |              | Virginia DOH-Thomas Jefferson       |
| 1590 Seminole Trail         | Charlottesville | 22901    | 434-964-1625 |                                     |
| 1301 S. Military            | Chesapeake      | 23320    | 757-420-7700 |                                     |
| 1426 N. Battlefield Blvd.   | Chesapeake      | 23320    | 757-549-6600 | City of Chesapeake                  |
|                             |                 |          |              | Hickory High School-Chesapeake      |
|                             |                 |          |              | Virginia DOH-Chesapeake             |
|                             |                 |          |              | City of Chesapeake Schools          |
| 3125 Western Branch Blvd.   | Chesapeake      | 23321    | 757-638-0911 | Virginia DRS-Portsmouth FRS         |
| 3412 Western Branch Blvd.   | Chesapeake      | 23321    | 757-638-5323 |                                     |
| 1765 S. Military Hwy.       | Chesapeake      | 23320    | 757-366-9480 |                                     |
| 1636 S. Military Hwy.       | Chesapeake      | 23320    | 757-361-0081 | Southeastern VA Training Center     |
| 1245 Cedar Rd., Unit M      | Chesapeake      | 23322    | 757-548-2676 | City of Chesapeake-Risk Management  |
| 2110 Smith Ave.             | Chesapeake      | 23320    | 757-417-5507 |                                     |
| 642 Woodlake Dr.            | Chesapeake      | 23320    | 757-605-3033 |                                     |

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| 1301 S. Military Hwy.       | Chesapeake       | 23320    | 757-420-7700 |  |
| 12312 Jefferson Davis Hwy.  | Chester          | 23831    | 804-796-2003 | Virginia DOH-Chesterfield<br>Virginia Information Technology<br>Virginia DRS-Chesterfield FRS<br>John Tyler Community College  |
| 55 Ponderosa Ln.            | Christiansburg   | 24073    | 540-382-7970 | New River Valley Community College<br>Virginia Outdoors Foundation<br>Virginia DRS-Christiansburg<br>Virginia DOH-New River District<br>Montgomery County Public Schools<br>New River Valley Community Service |
| 325 Charles H. Dimmick Hwy. | Colonial Heights | 23834    | 804-520-5241 |  |
| 510 Highland Ave.           | Covington        | 24426    | 540-460-7546 | Covington City Public Schools<br>Virginia Social Services-Alleghany  |
| 15419 Brandy Rd.            | Culpeper         | 22701    | 540-829-7800 | Madison County Public Schools<br>Rappahannock-Rapidan Regional<br>Virginia DRS-Culpeper<br>Germanna Community College<br>VDOT-Culpeper District<br>Virginia DOH-Culpeper                                       |
| 3045 Riverside Dr.          | Danville         | 24541    | 434-791-2000 | City of Danville<br>Danville Community College<br>Virginia DOH-Pitts. County/Danville<br>Virginia Southern Mental Health<br>Virginia Green Rock Correction   |
| 23000 Indian Creek Dr.      | Dulles           | 20166    | 703-467-3177 | DOH-Northern VA<br>OCME-Northern VA<br>Department of Taxation Northern VA<br>Department of Education Northern VA<br>Emergency Response Northern VA<br>Dept of Social Services                                  |
| 23330 Autopilot Dr.         | Dulles           | 20166    | 703-661-8800 | Veteran Services   |

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|-----------------------------|----------------|----------|--------------|--|
| 17481 Jefferson Davis Hwy.  | Dumfries       | 22026    | 703-221-2525 | Depart of Business   |
| 531 N Main St.              | Emporia        | 23847    | 434-634-2595 | Virginia DOC Greensville   |
| 9854 Fairfax Blvd.          | Fairfax        | 22030    | 703-273-3344 | DOH-Fairfax  |
| 3055 Nutley St.             | Fairfax        | 22031    | 703-280-4646 | George Mason<br>George Mason Motor Pool<br>DRS-Fairfax<br>DDS-Fairfax  |
| 11180 Fairfax Blvd.         | Fairfax        | 22030    | 703-273-8306 | Northern VA Mental Health  |
| 6286A Arlington Blvd.       | Falls Church   | 22044    | 703-237-9800 | Indigent Defense   |
| 156 Hillwood Ave.           | Falls Church   | 22046    | 703-241-9610 |  |
| 2851 Gallows Rd.            | Falls Church   | 22042    | 703-204-9400 |  |
| 2102B South Main St.        | Farmville      | 23901    | 434-315-0024 | Department of Military Affairs<br>Piedmont Soil & Water Conservation<br>Peter Francisco Soil/Water District<br>Longwood University - Business<br>Longwood University-SBDC<br>Virginia DRS-Farmville-FRS<br>Virginia DOH-Piedmont District<br>Virginia Piedmont Geriatric<br>Virginia Center Behavior Rehab<br>Virginia VDFP Div. 3 Farmville |
| 1431 Mahone Ave.            | Fort Lee       | 23801    | 804-957-4653 |  |
| 1100 Armory Dr., Ste 104    | Franklin       | 23851    | 757-562-3778 | Virginia DRS-Franklin FRS<br>Paul D Camp Community College<br>City of Franklin   |
| 4403 Plank Rd.              | Fredericksburg | 22407    | 540-785-9270 | Germanna Community College   |

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|-----------------------------|------------|----------|--------------|---|
| 1138 W. Main St.            | Abingdon   | 24210    | 276-619-4555 | Bristol Redevelopment & Housing             |
|                             |            |          |              | Bristol Virginia Public Schools             |
|                             |            |          |              | Clinch Valley Soil & Water                  |
|                             |            |          |              | Highlands Community Service                 |
|                             |            |          |              | Holston River Soil & Water                  |
|                             |            |          |              | Town of Chilhowie                           |
|                             |            |          |              | Russell County Sheriff's Office             |
|                             |            |          |              | Washington County                           |
|                             |            |          |              | Washington County Public Schools            |
|                             |            |          |              | Virginia DRS Abingdon FRS                   |
|                             |            |          |              | Virginia DRS Bristol                        |
|                             |            |          |              | Virginia DRS Norton FRS                     |
|                             |            |          |              | Virginia Highlands Community College        |
|                             |            |          |              | Virginia Dept of Forestry                   |
|                             |            |          |              | VDOT Bristol District                       |
|                             |            |          |              | Virginia DOH- Washington County             |
|                             |            |          |              | Virginia DOH-SW Care Connection             |
|                             |            |          |              | Virginia DBVI Bristol Region                |
|                             |            |          |              | Virginia DOH Russell County                 |
| 1027 Main St.               | Altavista  | 24517    | 434-369-4201 |   |
| 5800 Edsall Rd.             | Alexandria | 22304    | 703-658-0010 | DGS Purchases NOVA                          |
|                             |            |          |              | DRS-Alexandria                              |
|                             |            |          |              | ABC Northern Virginia                       |
|                             |            |          |              | Virginia Tech National Cap.                 |
| 200 S. Pickett St.          | Alexandria | 22304    | 703-341-2117 | Governor's Office                           |
|                             |            |          |              | Northern Virginia Juvenile Detention Center |
| 4213 Duke St.               | Alexandria | 22304    | 703-212-4700 | Motor Vehicle Dealer                        |
| 5954 Richmond Hwy.          | Alexandria | 22303    | 703-960-6900 | DOH-Alexandria                              |
| 7520A Richmond Hwy.         | Alexandria | 22306    | 703-660-1331 | DRS-Northern VA                             |
| 7032 Columbia Pike          | Annandale  | 22003    | 703-658-3500 | Northern VA Community College               |
| 700 N. Glebe Rd.            | Arlington  | 22203    | 703-243-5404 |   |

| Enterprise Location Address    | City            | Zip Code | Phone Number | Serving these Commonwealth Entities |
|--------------------------------|-----------------|----------|--------------|-------------------------------------|
| 601 N. Randolph St.            | Arlington       | 22203    | 703-312-7900 |                                     |
| 1560 Wilson Blvd., Suite 150   | Arlington       | 22209    | 703-528-6466 |                                     |
| 1225 S. Clark St.              | Arlington       | 22202    | 703-418-7240 |                                     |
| 2020 Jefferson Davis Hwy.      | Arlington       | 22202    | 703-553-7744 |                                     |
| 12210 Washington Hwy.          | Ashland         | 23005    | 804-752-2319 | Virginia VDFP Div. 1. Glen Allen    |
|                                |                 |          |              | Hanover County Public Schools-HR    |
|                                |                 |          |              | Caroline County Public School       |
|                                |                 |          |              | Virginia DOH Chickahominy           |
| 915 Blue Ridge Ave., Suite F   | Bedford         | 24523    | 540-586-8774 | Bedford County Public Schools       |
|                                |                 |          |              | Bedford County                      |
| 303 E. 5th St.                 | Big Stone Gap   | 24219    | 276-523-4700 |                                     |
| 1601 Tech Center Dr.           | Blacksburg      | 24060    | 540-231-4230 |                                     |
| 9570 A-1 Burke Rd.             | Burke           | 22015    | 703-503-7900 |                                     |
| 3781 Steelsburg Hwy.           | Cedar Bluff     | 24609    | 276-963-3345 | Virginia DRS-Pounding Mill          |
|                                |                 |          |              | Cumberland Mountain Community       |
|                                |                 |          |              | Southwest Virginia Community        |
|                                |                 |          |              | Virginia Pocahontas Correctional    |
|                                |                 |          |              | Virginia DOH-Cumberland District    |
| 4300 Chantilly Shopping Center | Chantilly       | 20151    | 703-378-0967 | VDOT Structure                      |
| 4048 Walney Rd.                | Chantilly       | 22151    | 703-968-8787 | Dept of Conservation                |
| 151 Seminole Ct.               | Charlottesville | 22901    | 434-974-7488 | Virginia Dept of Forestry           |
|                                |                 |          |              | VDOT-Transportation Research        |
|                                |                 |          |              | Albemarle High School               |
|                                |                 |          |              | Albemarle County General Services   |
|                                |                 |          |              | Western Albemarle High School       |



| Enterprise Location Address | City            | Zip Code | Phone Number | Serving these Commonwealth Entities |
|-----------------------------|-----------------|----------|--------------|-------------------------------------|
| 392 Pantops Center          | Charlottesville | 22911    | 434-979-5566 | Charlottesville City Schools        |
|                             |                 |          |              | Monticello High School              |
|                             |                 |          |              | Region Ten CSB                      |
|                             |                 |          |              | Thomas Jefferson Planning District  |
|                             |                 |          |              | Virginia DRS -Charlottesville       |
|                             |                 |          |              | Piedmont VA Community College       |
|                             |                 |          |              | Virginia DBVI Vib- Charlottesville  |
|                             |                 |          |              | Rivanna River Basin Commission      |
|                             |                 |          |              | Virginia DOH-Thomas Jefferson       |
| 1590 Seminole Trail         | Charlottesville | 22901    | 434-964-1625 |                                     |
| 1301 S. Military            | Chesapeake      | 23320    | 757-420-7700 |                                     |
| 1426 N. Battlefield Blvd.   | Chesapeake      | 23320    | 757-549-6600 | City of Chesapeake                  |
|                             |                 |          |              | Hickory High School-Chesapeake      |
|                             |                 |          |              | Virginia DOH-Chesapeake             |
|                             |                 |          |              | City of Chesapeake Schools          |
| 3125 Western Branch Blvd.   | Chesapeake      | 23321    | 757-638-0911 | Virginia DRS-Portsmouth FRS         |
| 3412 Western Branch Blvd.   | Chesapeake      | 23321    | 757-638-5323 |                                     |
| 1765 S. Military Hwy.       | Chesapeake      | 23320    | 757-366-9480 |                                     |
| 1636 S. Military Hwy.       | Chesapeake      | 23320    | 757-361-0081 | Southeastern VA Training Center     |
| 1245 Cedar Rd., Unit M      | Chesapeake      | 23322    | 757-548-2676 | City of Chesapeake-Risk Management  |
| 2110 Smith Ave.             | Chesapeake      | 23320    | 757-417-5507 |                                     |
| 642 Woodlake Dr.            | Chesapeake      | 23320    | 757-605-3033 |                                     |

| Enterprise Location Address | City             | Zip Code | Phone Number | Serving these Commonwealth Entities  |
|-----------------------------|------------------|----------|--------------|--|
| 1301 S. Military Hwy.       | Chesapeake       | 23320    | 757-420-7700 |  |
| 12312 Jefferson Davis Hwy.  | Chester          | 23831    | 804-796-2003 | Virginia DOH-Chesterfield<br>Virginia Information Technology<br>Virginia DRS-Chesterfield FRS<br>John Tyler Community College  |
| 55 Ponderosa Ln.            | Christiansburg   | 24073    | 540-382-7970 | New River Valley Community College<br>Virginia Outdoors Foundation<br>Virginia DRS-Christiansburg<br>Virginia DOH-New River District<br>Montgomery County Public Schools<br>New River Valley Community Service |
| 325 Charles H. Dimmick Hwy. | Colonial Heights | 23834    | 804-520-5241 |  |
| 510 Highland Ave.           | Covington        | 24426    | 540-460-7546 | Covington City Public Schools<br>Virginia Social Services-Alleghany  |
| 15419 Brandy Rd.            | Culpeper         | 22701    | 540-829-7800 | Madison County Public Schools<br>Rappahannock-Rapidan Regional<br>Virginia DRS-Culpeper<br>Germanna Community College<br>VDOT-Culpeper District<br>Virginia DOH-Culpeper                                       |
| 3045 Riverside Dr.          | Danville         | 24541    | 434-791-2000 | City of Danville<br>Danville Community College<br>Virginia DOH-Pitts. County/Danville<br>Virginia Southern Mental Health<br>Virginia Green Rock Correction   |
| 23000 Indian Creek Dr.      | Dulles           | 20166    | 703-467-3177 | DOH-Northern VA<br>OCME-Northern VA<br>Department of Taxation Northern VA<br>Department of Education Northern VA<br>Emergency Response Northern VA<br>Dept of Social Services                                  |
| 23330 Autopilot Dr.         | Dulles           | 20166    | 703-661-8800 | Veteran Services   |

| Enterprise Location Address | City           | Zip Code | Phone Number | Serving these Commonwealth Entities  |
|-----------------------------|----------------|----------|--------------|--|
| 17481 Jefferson Davis Hwy.  | Dumfries       | 22026    | 703-221-2525 | Depart of Business   |
| 531 N Main St.              | Emporia        | 23847    | 434-634-2595 | Virginia DOC Greensville   |
| 9854 Fairfax Blvd.          | Fairfax        | 22030    | 703-273-3344 | DOH-Fairfax  |
| 3055 Nutley St.             | Fairfax        | 22031    | 703-280-4646 | George Mason<br>George Mason Motor Pool<br>DRS-Fairfax<br>DDS-Fairfax  |
| 11180 Fairfax Blvd.         | Fairfax        | 22030    | 703-273-8306 | Northern VA Mental Health  |
| 6286A Arlington Blvd.       | Falls Church   | 22044    | 703-237-9800 | Indigent Defense   |
| 156 Hillwood Ave.           | Falls Church   | 22046    | 703-241-9610 |  |
| 2851 Gallows Rd.            | Falls Church   | 22042    | 703-204-9400 |  |
| 2102B South Main St.        | Farmville      | 23901    | 434-315-0024 | Department of Military Affairs<br>Piedmont Soil & Water Conservation<br>Peter Francisco Soil/Water District<br>Longwood University - Business<br>Longwood University-SBDC<br>Virginia DRS-Farmville-FRS<br>Virginia DOH-Piedmont District<br>Virginia Piedmont Geriatric<br>Virginia Center Behavior Rehab<br>Virginia VDFP Div. 3 Farmville |
| 1431 Mahone Ave.            | Fort Lee       | 23801    | 804-957-4653 |  |
| 1100 Armory Dr., Ste 104    | Franklin       | 23851    | 757-562-3778 | Virginia DRS-Franklin FRS<br>Paul D Camp Community College<br>City of Franklin   |
| 4403 Plank Rd.              | Fredericksburg | 22407    | 540-785-9270 | Germanna Community College   |

| Enterprise Location Address  | City           | Zip Code | Phone Number | Serving these Commonwealth Entities  |
|------------------------------|----------------|----------|--------------|--------------------------------------|
| 4810 Jefferson Davis Hwy.    | Fredericksburg | 22408    | 540-891-2200 | DOH-Rappahannock                     |
|                              |                |          |              | DRS-Fredericksburg                   |
|                              |                |          |              | VDOT-Res Fredericksburg              |
|                              |                |          |              | University of Mary Washington        |
| 3455 Jefferson Davis Hwy.    | Fredericksburg | 22408    | 540-891-1800 | Attorney General                     |
| 20 Plantation Dr., Suite 109 | Fredericksburg | 22406    | 540-371-4143 |                                      |
| 1500 N. Shenandoah Ave.      | Front Royal    | 22630    | 540-636-8181 | VA Tech-Front Royal                  |
| 7486 Limestone Dr.           | Gainesville    | 20155    | 703-754-6505 | VDOT-Tolling Operations Division     |
| 146 Larkspur Ln.             | Galax          | 24333    | 276-236-4013 | Virginia DOH-Galax                   |
|                              |                |          |              | Galax Grayson Emergency Medical      |
|                              |                |          |              | Carroll County Public Schools        |
|                              |                |          |              | Carroll County, Virginia             |
| 10056 W. Broad St.           | Glen Allen     | 23060    | 804-346-9500 | Dept. Professional & Occupational    |
|                              |                |          |              | Virginia Department of Emergency     |
|                              |                |          |              | Henrico County Public Schools        |
|                              |                |          |              | Virginia Health Professions          |
|                              |                |          |              | Virginia DDS - Medicaid Disability   |
|                              |                |          |              | Virginia DOH - Licensure &           |
|                              |                |          |              | Virginia Board of Accountancy        |
| 8611 Telegraph Rd.           | Glen Allen     | 23060    | 804-627-6125 | Virginia Emergency Medical Services  |
|                              |                |          |              |                                      |
| 10401 Knotty Pine Ln.        | Glen Allen     | 23059    | 804-752-6039 | Virginia Department of Fire Programs |
| 1268 Mountain Rd.            | Glen Allen     | 23060    | 804-261-5490 |                                      |

| Enterprise Location Address           | City         | Zip Code | Phone Number | Serving these Commonwealth Entities   |
|---------------------------------------|--------------|----------|--------------|---|
| 6921 George Washington Memorial. Hwy. | Gloucester   | 23061    | 804-694-8226 | Community Services Board-MPNN<br>County of Gloucester<br>Virginia Dept of Health 3 Rivers<br>Rappahannock Community College   |
| 3004 W. Mercury Blvd.                 | Hampton      | 23666    | 757-838-7770 | Virginia School for The Deaf  |
| 1020 West Mercury Blvd.               | Hampton      | 23666    | 757-826-3448 |   |
| 906 W. Mercury Blvd.                  | Hampton      | 23666    | 757-896-0360 | Virginia DRS-Hampton FRS<br>Hampton Newport News Community<br>Thomas Nelson Community College   |
| 766 Settlers Landing Rd., Unit M      | Hampton      | 23668    | 757-723-7997 | Virginia DOH-Hampton<br>City of Hampton-Fleet Management<br>City of Hampton-Business<br>Fort Monroe Federal Area Development  |
| 3115 South Main St.                   | Harrisonburg | 22801    | 540-433-7455 | City of Harrisonburg<br>Harrisonburg Park and Recreation<br>City of Harrisonburg<br>City of Harrisonburg-Economic<br>Harrisonburg-Commission of Revenue<br>City of Harrisonburg-IT Dept<br>Harrisonburg City Public Schools<br>Rockingham County Schools<br>Rockingham Co. Sheriff's Office |
| 734 East Market St.                   | Harrisonburg | 22801    | 540-432-8690 | Virginia DRS-Harrisonburg FRS<br>Harrisonburg Rockingham Community<br>Lord Fairfax CC-Luray<br>City of Harrisonburg - Personal  |

| Enterprise Location Address  | City            | Zip Code | Phone Number | Serving these Commonwealth Entities   |
|------------------------------|-----------------|----------|--------------|---|
| 2200 Centreville Rd.         | Herndon         | 20170    | 703-467-9286 |   |
| 5954 Richmond Hwy.           | King George     | 22485    | 540-663-2244 |   |
| 3922 US Hwy 19               | Lebanon         | 24266    | 276-889-5601 |   |
| 25 Fairfax Street            | Leesburg        | 20175    | 703-777-5800 | Virginia DOH-Loudoun County<br>Northern VA Community College  |
| 33 Quarry Ln.                | Lexington       | 24450    | 540-463-4679 | Dabney S. Lancaster Community<br>City of Lexington<br>Rockbridge Regional Jail<br>Rockbridge Area Community Service<br>Rockbridge County Public Schools   |
| 7000F Newington Rd.          | Lorton          | 22079    | 703-339-6900 |   |
| 3913 Old Forest Rd.          | Lynchburg       | 24501    | 434-385-7511 | Central VA Community Services<br>City of Lynchburg-Fleet Services<br>Virginia DRS-Lynchburg FRS<br>VDOT-Lynchburg District<br>Virginia DOH-Central VA District<br>E.C. Glass High School<br>Virginia Region 2000<br>Horizon Behavioral Health |
| 2415 Wards Rd.               | Lynchburg       | 24052    | 434-237-5656 | Central VA Community College  |
| 4449 S. Amherst Hwy.         | Madison Heights | 24572    | 434-528-3780 | Appomattox County Public Schools<br>Nelson County School Board  |
| 9111 Euclid Ave.             | Manassas        | 20110    | 703-330-9696 | VDOT Interstate   |
| 8513 Manassas Dr., Suite 101 | Manassas        | 20111    | 703-393-6475 | VDOT NOVA District Equip.<br>VDOT NOVA Northern District<br>Dept of Agriculture-John Lawton<br>DRS-Manassas<br>Forensic Science   |

| Enterprise Location Address | City           | Zip Code | Phone Number | Serving these Commonwealth Entities  |
|-----------------------------|----------------|----------|--------------|--|
| 5948 Centreville Crest Lane | Manassas       | 20121    | 703-266-5716 | VIAB   |
| 7823 Sudley Rd.             | Manassas       | 20109    | 703-331-5616 | Military Affairs   |
| 819 W. Main St.             | Marion         | 24354    | 276-783-4485 | Town of Marion<br>Smyth County Public Schools<br>Virginia DRS-Marion FRS<br>Virginia DOH-Marion<br>Southwestern VA Mental Health<br>Virginia VDFP Div. 4 Marion  |
| 717 Memorial Blvd.          | Martinsville   | 24112    | 276-638-1121 | Henry County Schools<br>Martinsville City Public Schools<br>Virginia DRS -Martinsville<br>Patrick Henry Community College<br>Virginia Museum of Nat. History<br>New College Institute<br>Piedmont Community Services |
| 1572 Springhill Rd.         | Mclean         | 22102    | 703-918-0034 |  |
| 8251 Greensboro Dr.         | Mclean         | 22102    | 703-448-7680 |  |
| 7006 Mechanicsville Tpk.    | Mechanicsville | 23111    | 804-730-4176 |  |
| 11651 Midlothian Tpk.       | Midlothian     | 23113    | 804-794-1161 | Dept. of Emergency Management  |
| 618 J. Clyde Morris Blvd.   | Newport News   | 23601    | 757-873-3003 | Christopher Newport University<br>Virginia DOH-Peninsula<br>City of Newport News Fleet Management  |
| 12525 Jefferson Ave.        | Newport News   | 23602    | 757-872-7882 |  |
| 12950 Jefferson Ave.        | Newport News   | 23608    | 757-872-9536 |  |

| Enterprise Location Address  | City         | Zip Code | Phone Number | Serving these Commonwealth Entities |
|------------------------------|--------------|----------|--------------|-------------------------------------|
| 12896 Jefferson Ave.         | Newport News | 23608    | 757-988-0117 |                                     |
| 900 Bland Blvd               | Newport News | 23602    | 757-874-3279 |                                     |
| 11061 Warwick Blvd.          | Newport News | 23601    | 757-595-7880 |                                     |
| 3561 N. Military Hwy.        | Norfolk      | 23518    | 757-853-7700 | Virginia DRS-Norfolk                |
|                              |              |          |              | Virginia DBVI-Norfolk               |
|                              |              |          |              | City of Norfolk                     |
|                              |              |          |              | City of Norfolk-Libraries           |
|                              |              |          |              | Vice & Narcotics Division           |
|                              |              |          |              | Virginia DDS-Norfolk                |
| 7520 N. Military Hwy.        | Norfolk      | 23518    | 757-588-5818 |                                     |
| 6252 E. Virginia Beach Blvd. | Norfolk      | 23502    | 757-461-3453 |                                     |
| 1361 East Little Creek Rd.   | Norfolk      | 23518    | 757-583-7700 |                                     |



| Enterprise Location Address | City    | Zip Code | Phone Number | Serving these Commonwealth Entities  |
|-----------------------------|---------|----------|--------------|--|
| 751 Monticello Ave.         | Norfolk | 23510    | 757-627-2833 | Norfolk State University<br>Norfolk Budgets and Grants<br>Norfolk Department of Neighborhood Development<br>Norfolk Human Services<br>Norfolk Office of Emergency<br>Norfolk Public Schools<br>NSU Department of Computer Science<br>NSU Procurement Services<br>NSU Student Support Center<br>NSU Financial Aid Office<br>NSU Grants and Contracts<br>NSU Transformation Center<br>Virginia DOH- Norfolk<br>Virginia Forensic Science-Norfolk<br>Virginia Port Authority<br>Recreation Parks & Open Space<br>Eastern Virginia Medical School<br>City of Norfolk Community Service<br>City of Norfolk City Auditors Office<br>City of Norfolk Communications &<br>City of Norfolk Department of General<br>City of Norfolk Public Works<br>Seven Venues<br>Tidewater Community College |
| 912 W. Little Creek Rd.     | Norfolk | 23505    | 757-489-2006 |  |
| 2200 Norview Ave.           | Norfolk | 23518    | 757-855-1329 |  |
| 3600 N Military Hwy.        | Norfolk | 23518    | 757-855-0194 |  |
| 6101 Burton Station Rd.     | Norfolk | 23502    | 757-857-1076 |  |
| 3561 N. Military Hwy.       | Norfolk | 23518    | 757-583-1772 |  |

| Enterprise Location Address | City       | Zip Code | Phone Number | Serving these Commonwealth Entities |
|-----------------------------|------------|----------|--------------|-------------------------------------|
| 497 Hawthorne Dr.<br>NW     | Norton     | 24273    | 276-679-3134 | Norton City Schools                 |
|                             |            |          |              | City of Norton                      |
|                             |            |          |              | Lonesome Pine Regional Library      |
|                             |            |          |              | Mountain Empire Community College   |
|                             |            |          |              | Virginia DOH-Lenowisco District     |
|                             |            |          |              | Virginia DOH-Lee County             |
|                             |            |          |              | Virginia DOH-Scott County           |
|                             |            |          |              | Virginia DOH-Wise County            |
|                             |            |          |              | Virginia Wallens Ridge Prison       |
|                             |            |          |              | Virginia Red Onion State Prison     |
|                             |            |          |              | Wise County Public Schools          |
| 12385 James<br>Madison Hwy. | Orange     | 22960    | 540-672-6344 | Lenowisco Planning District         |
|                             |            |          |              | Virginia DOH-Orange                 |
|                             |            |          |              | Orange County Public Schools        |
| 794 N. Main St.             | Pearisburg | 24134    | 540-921-4285 | Virginia VDFP Div. 2 Orange         |
| 3206 S. Crater Rd.          | Petersburg | 23805    | 804-861-9305 | Town of Pearisburg                  |
|                             |            |          |              | Richard Bland College               |
|                             |            |          |              | Virginia DRS-Petersburg FRS         |
|                             |            |          |              | Virginia Dept Of Historic Resources |
|                             |            |          |              | Virginia Central State Hospital     |
|                             |            |          |              | Virginia Southside Training Center  |
|                             |            |          |              | Virginia Hiram Davis Medical Center |
| 2841 Airline Blvd.          | Portsmouth | 23701    | 757-465-1000 | City of Petersburg Parks            |
| 1220 High St.               | Portsmouth | 23704    | 757-399-5262 | Virginia DOH-Crater                 |
| 3310 Airline Blvd.          | Portsmouth | 23701    | 757-465-2272 | Virginia DOH-Portsmouth             |

| Enterprise Location Address | City         | Zip Code | Phone Number | Serving these Commonwealth Entities   |
|-----------------------------|--------------|----------|--------------|---------------------------------------|
| 2624 Anderson Hwy.          | Powhatan     | 23139    | 804-598-0200 | Virginia Powhatan Correctional Center |
| 101 N. Bailey Ln.           | Purcellville | 20132    | 540-751-1000 |                                       |
| 3500 Russell Rd.            | Quantico     | 22134    | 703-441-1782 |                                       |
| 1500 Tyler Avenue           | Radford      | 24141    | 757-639-3636 | Town of Pulaski                       |
|                             |              |          |              | Pulaski County Public Schools         |
|                             |              |          |              | New River Valley Regional             |
|                             |              |          |              | City of Radford-Parks & Recreation    |
|                             |              |          |              | New River Community College           |
| 8028-A Midlothian Tpk.      | Richmond     | 23235    | 804-330-3030 | Radford City Public Schools           |
|                             |              |          |              | Richmond Public Schools               |
| 5105 S. Laburnum Ave.       | Richmond     | 23231    | 804-222-2700 | Transportation                        |
|                             |              |          |              | Virginia State Police                 |
| 7919 W. Broad St.           | Richmond     | 23294    | 804-346-8666 | Virginia Racing Commission            |
| 11944 - A Midlothian Tpk.   | Richmond     | 23113    | 804-378-2800 | County of Henrico                     |
| 9001 W. Broad St.           | Richmond     | 23294    | 804-217-6323 |                                       |

| Enterprise Location Address | City         | Zip Code | Phone Number | Serving these Commonwealth Entities   |
|-----------------------------|--------------|----------|--------------|---------------------------------------|
| 2624 Anderson Hwy.          | Powhatan     | 23139    | 804-598-0200 | Virginia Powhatan Correctional Center |
| 101 N. Bailey Ln.           | Purcellville | 20132    | 540-751-1000 |                                       |
| 3500 Russell Rd.            | Quantico     | 22134    | 703-441-1782 |                                       |
| 1500 Tyler Avenue           | Radford      | 24141    | 757-639-3636 | Town of Pulaski                       |
|                             |              |          |              | Pulaski County Public Schools         |
|                             |              |          |              | New River Valley Regional             |
|                             |              |          |              | City of Radford-Parks & Recreation    |
|                             |              |          |              | New River Community College           |
| 8028-A Midlothian Tpk.      | Richmond     | 23235    | 804-330-3030 | Radford City Public Schools           |
|                             |              |          |              | Richmond Public Schools               |
| 5105 S. Laburnum Ave.       | Richmond     | 23231    | 804-222-2700 | Transportation                        |
|                             |              |          |              | Virginia State Police                 |
| 7919 W. Broad St.           | Richmond     | 23294    | 804-346-8666 | Virginia Racing Commission            |
| 11944 - A Midlothian Tpk.   | Richmond     | 23113    | 804-378-2800 | County of Henrico                     |
| 9001 W. Broad St.           | Richmond     | 23294    | 804-217-6323 |                                       |

| Enterprise Location Address | City     | Zip Code | Phone Number | Serving these Commonwealth Entities         |
|-----------------------------|----------|----------|--------------|---|
| 713 W. Broad St.            | Richmond | 23230    | 804-355-7707 | Virginia Film Office-Employees              |
|                             |          |          |              | Virginia-DGS Purchases & Supplies           |
|                             |          |          |              | Commonwealth of Virginia                    |
|                             |          |          |              | DGS Engineering                             |
|                             |          |          |              | DGS Consolidated Lab                        |
|                             |          |          |              | DGS Real Estate Division                    |
|                             |          |          |              | Virginia Office of Fleet Management         |
|                             |          |          |              | DGS Director's Office                       |
|                             |          |          |              | Virginia House of Delegates                 |
|                             |          |          |              | Virginia Science Museum                     |
|                             |          |          |              | Virginia Dept of Motor Vehicles             |
|                             |          |          |              | Virginia Compensation Board                 |
|                             |          |          |              | Virginia Criminal Sentencing                |
|                             |          |          |              | Virginia Dept of Taxation                   |
|                             |          |          |              | Virginia Protection & Advocacy              |
|                             |          |          |              | Virginia Workers Compensation               |
|                             |          |          |              | Virginia Dept Minority Business             |
|                             |          |          |              | Virginia Museum of Fine Arts                |
|                             |          |          |              | Virginia DRS-Richmond FRS                   |
|                             |          |          |              | Virginia DRS-Henrico FRS                    |
|                             |          |          |              | Virginia DRS-Career & Business              |
|                             |          |          |              | Virginia Center of Rehab Blind              |
|                             |          |          |              | Virginia- VRCBVI                            |
|                             |          |          |              | J Sergeant Reynolds Community               |
|                             |          |          |              | Virginia Dept of Game & Inland              |
|                             |          |          |              | VDOT Information Technology                 |
|                             |          |          |              | VDOT- Civil Rights Division                 |
|                             |          |          |              | VDOT Scheduling & Contract Division         |
|                             |          |          |              | VDOT Construction Division                  |
|                             |          |          |              | Virginia Motor Vehicle Dealer Board         |
|                             |          |          |              | Virginia Dept of Health Central Office      |
|                             |          |          |              | Virginia Board for People with              |
|                             |          |          |              | Virginia Dept for Blind & Visually Impaired |
|                             |          |          |              | Virginia DBVI-Richmond Regional             |
|                             |          |          |              | Virginia DBVI-Library & Resources           |
|                             |          |          |              | Richmond Redevelopment and                  |
|                             |          |          |              | The Maggie Walker Governor's School         |
|                             |          |          |              | Virginia Board of Towing/Recovery           |

| Enterprise Location Address | City     | Zip Code | Phone Number | Serving these Commonwealth Entities      |
|-----------------------------|----------|----------|--------------|--|
| 8 North 6th St.             | Richmond | 23219    | 804-648-7612 | City of Richmond                         |
|                             |          |          |              | Richmond Department of Public Works      |
|                             |          |          |              | Richmond Public Utilities and            |
|                             |          |          |              | VDOT Assurance & Compliance office       |
|                             |          |          |              | VDOT Business Transformation             |
|                             |          |          |              | VDOT Maintenance Division                |
|                             |          |          |              | VDOT-OTP3                                |
|                             |          |          |              | Virginia Personal Use Rentals            |
|                             |          |          |              | Virginia Senate Finance                  |
|                             |          |          |              | Virginia Senate                          |
|                             |          |          |              | Virginia Legislative Services            |
|                             |          |          |              | Virginia- JLARC                          |
|                             |          |          |              | Virginia Supreme Court                   |
|                             |          |          |              | Virginia State Bar                       |
|                             |          |          |              | Virginia Governor's Office               |
|                             |          |          |              | Department of Planning & Budget          |
|                             |          |          |              | Virginia Dept of Human Resources         |
|                             |          |          |              | Virginia State Board of Elections        |
|                             |          |          |              | Virginia Auditor Public Accounts         |
|                             |          |          |              | Virginia Dept Criminal Justice           |
|                             |          |          |              | Virginia Attorney General                |
|                             |          |          |              | Virginia Commission for the Arts         |
|                             |          |          |              | Virginia Dept of Accounts                |
|                             |          |          |              | Virginia Dept of the Treasury            |
|                             |          |          |              | Virginia Retirement System               |
|                             |          |          |              | Virginia Dept of Housing & Community     |
|                             |          |          |              | Virginia Human Rights Council            |
|                             |          |          |              | Virginia SCC Comptroller                 |
|                             |          |          |              | Virginia SCC Commissioner's Office       |
|                             |          |          |              | Virginia SCC Securities & Retail         |
|                             |          |          |              | Virginia SCC Financial Institute         |
|                             |          |          |              | Virginia SCC Bureau of Insurance         |
|                             |          |          |              | Virginia SCC Public Utilities Accounting |
|                             |          |          |              | Virginia SCC Energy Regulation           |
|                             |          |          |              | Virginia SCC Economics & Finance         |
|                             |          |          |              | Virginia SCC Public Service Taxation     |
|                             |          |          |              | Virginia SCC Utility & Railroad          |
|                             |          |          |              | Virginia SCC Info Resources              |
|                             |          |          |              | Virginia SCC General Council             |
|                             |          |          |              | Virginia SCC Hearing Examiners           |
|                             |          |          |              | Virginia SCC Information Technology      |

|  |  |  |                                       |
|--|--|--|---------------------------------------|
|  |  |  | Virginia SCC Clerk's Office           |
|  |  |  | Virginia Lottery                      |
|  |  |  | Virginia Dept of Charitable Gaming    |
|  |  |  | Virginia College Savings Plan         |
|  |  |  | Virginia Dept of Labor & Industry     |
|  |  |  | Virginia Employment Commission        |
|  |  |  | VA DGS-Graphic Communications         |
|  |  |  | Virginia Dept of Conservation &       |
|  |  |  | Virginia Dept of Education            |
|  |  |  | Virginia Tourism Corporation          |
|  |  |  | City of Richmond Department of        |
|  |  |  | Library of Virginia                   |
|  |  |  | VCU Patient Transportation            |
|  |  |  | Virginia Higher Education Council     |
|  |  |  | Virginia Community College System     |
|  |  |  | VCU Health System                     |
|  |  |  | Virginia Dept of Agriculture          |
|  |  |  | Virginia Economic Development         |
|  |  |  | Virginia Dept. of Business Assistance |
|  |  |  | Virginia Dept of Mines, Minerals and  |
|  |  |  | Virginia Alcohol Safety Program       |
|  |  |  | Virginia-DEQ: Environmental Quality   |
|  |  |  | VDOT- Asset Management Division       |
|  |  |  | VDOT Environmental Division           |
|  |  |  | VDOT-Traffic Engineering              |

| Enterprise Location Address    | City     | Zip Code | Phone Number | Serving these Commonwealth Entities     |
|--------------------------------|----------|----------|--------------|---|
| 8 North 6th St.<br>(Continued) | Richmond | 23219    | 804-648-7612 | VDOT- Location & Design Division        |
|                                |          |          |              | VDOT Learning Center                    |
|                                |          |          |              | VDOT Investigation Division             |
|                                |          |          |              | VDOT Internal Audit                     |
|                                |          |          |              | VDOT Management Services Division       |
|                                |          |          |              | VDOT Capital Assets & Inventory         |
|                                |          |          |              | VDOT- Right of Way & Utilities Division |
|                                |          |          |              | VDOT Office of Public Affairs           |
|                                |          |          |              | VDOT Local Assistance & Program         |
|                                |          |          |              | VDOT Transportation & Mobility          |
|                                |          |          |              | VDOT Fiscal Division                    |
|                                |          |          |              | VDOT External Construct Audit           |
|                                |          |          |              | VDOT Administrative Services            |
|                                |          |          |              | VDOT- Human Resources Division          |
|                                |          |          |              | VDOT Materials Division                 |
|                                |          |          |              | VDOT Operations & Security              |
|                                |          |          |              | VDOT Innovative Project Del.            |
|                                |          |          |              | VDOT Operations Planning Division       |
|                                |          |          |              | VDOT Policy Division                    |
|                                |          |          |              | VDOT-Enterprise Applications            |
|                                |          |          |              | VDOT-Financial Planning Division        |
|                                |          |          |              | VDOT Structure & Bridge**               |
|                                |          |          |              | Virginia Dept of Rail & Public          |
|                                |          |          |              | Virginia DOH- Epidemiology              |
|                                |          |          |              | Virginia DOH-Environmental Health       |
|                                |          |          |              | Virginia DOH-Chief Medical Examiner     |
|                                |          |          |              | Virginia DOH-Minority & Public Health   |
|                                |          |          |              | Virginia DOH-Human Resources            |
|                                |          |          |              | Virginia DOH-Richmond District          |
|                                |          |          |              | Virginia Dept of Medical Assistance     |
|                                |          |          |              | Virginia DBVI-Richmond                  |
|                                |          |          |              | Virginia Dept of Behavioral Health &    |
|                                |          |          |              | Virginia Dept of Correctional Education |
|                                |          |          |              | Virginia Dept of Social Services        |
|                                |          |          |              | Virginia Dept of Juvenile               |
|                                |          |          |              | Virginia Forensic Science-Richmond      |
|                                |          |          |              | Virginia Freedom of Information         |
|                                |          |          |              | Virginia Chesapeake Bay Commission      |
|                                |          |          |              | Virginia Tobacco Commission             |
|                                |          |          |              | Virginia Foundation for Healthy You     |



|                                |          |       |              |  |
|--------------------------------|----------|-------|--------------|--|
|                                |          |       |              | Virginia Capitol Police                  |
|                                |          |       |              | Virginia Employment Dispute              |
|                                |          |       |              | Virginia ABC                             |
|                                |          |       |              | Virginia General Assembly                |
|                                |          |       |              | VA Commonwealth Preparedness             |
|                                |          |       |              | Virginia DOH-EP&R Central Region         |
|                                |          |       |              | Virginia DOH-Dental Division             |
|                                |          |       |              | Virginia DOH-Child & Adolescent          |
|                                |          |       |              | Virginia DOH-Injury Prevention           |
|                                |          |       |              | Virginia DOH- WIC                        |
|                                |          |       |              | Virginia DOH- Women's and Infants        |
|                                |          |       |              | Virginia DOH-EP&R Training &             |
|                                |          |       |              | Virginia DOH-Drinking Water              |
| 6109 W. Broad St.              | Richmond | 23230 | 804-673-0500 | Virginia Dept. for the Aging             |
|                                |          |       |              | Virginia Dept of Rehabilitative Services |
|                                |          |       |              | Virginia DDS-Central Region              |
|                                |          |       |              | Virginia DRS-Grants & Special            |
|                                |          |       |              | Virginia Dept for the Deaf               |
|                                |          |       |              | Virginia Indigent Defense Commission     |
| 9401 Midlothian Tpk.           | Richmond | 23235 | 804-330-4467 | Virginia Correctional Enterprises        |
| 1 Richard E. Byrd Terminal Dr. | Richmond | 23250 | 804-222-0865 | Virginia Dept of Aviation                |
| 12050 W. Broad St.             | Richmond | 23233 | 804-364-3000 | Virginia Academy for Staff Development   |
| 9400 Midlothian Tpk.           | Richmond | 23235 | 804-560-9494 |  |
| 8406 W Broad St.               | Richmond | 23294 | 804-270-4200 | County of Henrico                        |
|                                |          |       |              | Virginia DOH-Henrico Health District     |
| 1800 Dabney Rd.                | Richmond | 23230 | 804-353-8400 |  |
| 4721 Melrose Ave.              | Roanoke  | 24017 | 540-986-0565 | Virginia Veterans Care Center            |
|                                |          |       |              | Virginia DBVI Roanoke Regional           |
|                                |          |       |              | Virginia Dept. Veteran Services          |
|                                |          |       |              | Roanoke County Public Schools            |

| Enterprise Location Address | City        | Zip Code | Phone Number | Serving these Commonwealth Entities    |
|-----------------------------|-------------|----------|--------------|--|
| 1603 Williamson Rd.         | Roanoke     | 24012    | 540-343-8000 | Roanoke-Alleghany Regional Commission  |
|                             |             |          |              | Virginia DRS-Southwest                 |
|                             |             |          |              | Virginia DOH-Roanoke/Alleghany         |
|                             |             |          |              | Virginia DOC Dist15 Probation & Parole |
|                             |             |          |              | Western Virginia Water Authority       |
|                             |             |          |              | Roanoke Higher Education Authority     |
|                             |             |          |              | City of Roanoke                        |
|                             |             |          |              | City of Roanoke-Personal               |
|                             |             |          |              | Roanoke City Public Schools            |
|                             |             |          |              | Virginia Dept. Social Serv-Botetourt   |
| 5202 Aviation Dr.           | Roanoke     | 24012    | 540-563-8055 |  |
| 5536 Airport Rd.            | Roanoke     | 24012    | 540-563-8055 | Virginia Forensic Science-Roanoke      |
|                             |             |          |              | Virginia VDFP Div. 6-Roanoke           |
|                             |             |          |              | Botetourt County Public Schools        |
|                             |             |          |              | VA DOH-Chief Medical Examiner Roanoke  |
| 1824 Williamson Rd.         | Roanoke     | 24027    | 540-344-3252 |  |
| 2609 Plantation Rd. NE      | Roanoke     | 24012    | 540-362-1741 |  |
| 4385 Electric Rd.           | Roanoke     | 24018    | 540-772-8262 | Virginia DRS-Roanoke                   |
|                             |             |          |              | Virginia DRS-Blue Ridge                |
|                             |             |          |              | Virginia Western Community College     |
| 5536 Airport Rd.            | Roanoke     | 24012    | 540-265-5777 |  |
| 545 Old Franklin Tpk, #B    | Rocky Mount | 24151    | 540-484-1927 |  |

| Enterprise Location Address | City         | Zip Code | Phone Number | Serving these Commonwealth Entities   |
|-----------------------------|--------------|----------|--------------|---|
| 1020 W. Main St.            | Salem        | 24153    | 540-375-4814 | VDOT-Salem District<br>City of Salem Schools  |
| 932-A South Church St.      | Smithfield   | 23430    | 757-357-9711 |   |
| 1318 Wilborn Ave.           | South Boston | 24592    | 434-575-0600 | Halifax County Dept. Of Tourism<br>Virginia DRS-South Boston<br>Virginia DOC-Halifax<br>Southern VA Higher Education Center   |
| 103 S Mecklenburg Ave.      | South Hill   | 23970    | 434-447-6866 |   |
| 5555 Industrial Dr.         | Springfield  | 22151    | 703-914-0480 |   |
| 6701-X Loisdale Rd.         | Springfield  | 22150    | 703-922-3808 |   |
| 6536 Backlick Rd.           | Springfield  | 22150    | 703-451-2400 |   |
| 7500 Fullerton Rd.          | Springfield  | 22153    | 703-455-6525 |   |
| 32 Doc Stone Rd. Suite 101  | Stafford     | 22556    | 540-657-9315 |   |
| 834 Greenville Ave.         | Staunton     | 24401    | 540-885-0820 | City of Staunton-Economic Development<br>Virginia Woodrow Wilson Rehab<br>Virginia School for the Deaf & Blind<br>Virginia Frontier Cultural Museum<br>Blue Ridge Community College<br>VDOT-Staunton District<br>Virginia DBVI-Staunton Regional<br>Western State Hospital<br>Virginia Augusta Correctional Center<br>Virginia DOH-Central Shenandoah |

| Enterprise Location Address     | City           | Zip Code | Phone Number | Serving these Commonwealth Entities         |
|---------------------------------|----------------|----------|--------------|---|
| 47020 Harry Byrd Hwy. Suite 120 | Sterling       | 20145    | 703-406-4414 |   |
|                                 |                |          |              | The Pruden Center                           |
| 2101 N Main St.                 | Suffolk        | 23434    | 757-539-7900 | VDOT-Hampton Roads District                 |
|                                 |                |          |              | Virginia DOH-Western Tidewater              |
|                                 |                |          |              | Virginia DOC-Eastern Regional               |
|                                 |                |          |              | City of Suffolk Fleet Management            |
|                                 |                |          |              | City of Suffolk Non DB                      |
|                                 |                |          |              | City of Suffolk                             |
| 1600 N Main St.                 | Suffolk        | 23143    | 757-923-4812 |   |
| 1841 Richmond Hwy.              | Tappahannock   | 22560    | 804-443-5666 | Rappahannock Community College              |
| 27992 Governor GC Peery Hwy.    | Tazwell        | 24651    | 276-988-0636 |   |
| 5329 Virginia Beach Blvd.       | Virginia Beach | 23462    | 757-461-6401 |   |
| 5329 Virginia Beach Blvd.       | Virginia Beach | 23462    | 757-671-7700 | Bayside Middle School                       |
|                                 |                |          |              | Princess Anne High School                   |
| 3269 Virginia Beach Blvd.       | Virginia Beach | 23452    | 757-486-7700 | Virginia DRS-Virginia Beach                 |
|                                 |                |          |              | Virginia DOH-Virginia Beach                 |
|                                 |                |          |              | Brookwood Elementary School                 |
|                                 |                |          |              | City of Virginia Beach-Human Services       |
| 3152 Virginia Beach Blvd.       | Virginia Beach | 23454    | 757-498-5819 |   |
| 3680 Holland Rd.                | Virginia Beach | 23452    | 757-431-9200 | Green Run High School                       |
| 141 Spruce St.                  | Virginia       | 23452    | 757-431-1791 |   |
| 1877 Laskin Rd.                 | Virginia Beach | 23454    | 757-422-6900 | Virginia Beach Convention & Visitors Bureau |
|                                 |                |          |              | Programs for Exceptional Children           |
|                                 |                |          |              | Virginia Beach City Public Schools          |
|                                 |                |          |              | City of Virginia Beach-Tourism              |

| Enterprise Location Address      | City           | Zip Code | Phone Number | Serving these Commonwealth Entities   |
|----------------------------------|----------------|----------|--------------|---|
| 5253 Indian River Rd.            | Virginia Beach | 23464    | 757-495-3678 |   |
| 2017 Independence Blvd.          | Virginia Beach | 23455    | 757-464-9700 | Virginia DOH-Eastern Shore<br>Eastern Shore Community College   |
| 1650 General Booth Blvd. Ste 107 | Virginia Beach | 23454    | 757-721-4499 | Virginia Commonwealth Preparedness Virginia Beach<br>Virginia Beach Transportation Services   |
| 3809 Princess Anne Rd, Unit 108A | Virginia Beach | 23456    | 757-471-4582 | City of Virginia Beach-Police Department<br>Kellam High School<br>Landstown High School<br>Rosemont Elementary School<br>Salem High School-VA Beach<br>Virginia Beach Public Schools Human<br>Virginia Beach Department of School Leadership<br>Virginia Beach Parks and Recreation<br>Department of Teaching & Learning<br>City of Virginia Beach Communications<br>City of Virginia Beach-Car Rental<br>Center for Teacher Leadership<br>City of Virginia Beach |
| 2717 Virginia Beach Blvd         | Virginia Beach | 23452    | 757-306-7395 |   |
| 573 Central Dr.                  | Virginia Beach | 23454    | 757-498-2173 |   |
| 1121 Jenson Dr.                  | Virginia Beach | 23451    | 757-422-1966 |   |
| 2017 Independence Blvd.          | Virginia Beach | 23455    | 757-464-9700 |   |

| Enterprise Location Address  | City         | Zip Code | Phone Number | Serving these Commonwealth Entities  |
|------------------------------|--------------|----------|--------------|--|
| 310 Broadview Ave. Suite 110 | Warrenton    | 20186    | 540-341-2727 |  |
| 2049 W. Main St.             | Waynesboro   | 22980    | 540-943-9714 | Augusta County School Board<br>Virginia DRS-Fishersville   |
| 713 Merrimac Trail           | Williamsburg | 23185    | 757-220-1900 | James City County<br>Virginia DRS-Williamsburg<br>Jamestown-Yorktown Foundation<br>Virginia CASC-Williamsburg<br>City of Williamsburg<br>Eastern State Hospital  |
| 6532 Richmond Rd.            | Williamsburg | 23188    | 757-258-9199 |  |
| 14335 Jefferson Davis Hwy.   | Woodbridge   | 22191    | 703-490-0566 | DOH-Prince William County<br>Virginia Tech Prince William  |
| 14455 Potomac Mills Rd.      | Woodbridge   | 22193    | 703-491-2224 |  |
| 2850 Dale Blvd.              | Woodbridge   | 22192    | 703-580-9950 |  |
| 430-A Hoover Rd.             | Woodstock    | 22664    | 540-459-7982 | DOH-Lord Fairfax<br>Lord Fairfax - Country Club  |
| 1100 E. Main St.             | Wytheville   | 24382    | 276-223-0785 | Bland County Public Schools<br>Mount Rogers Community Service<br>Virginia-DRS-Wytheville<br>Wytheville Community College<br>Wythe County Public Schools<br>Town of Wytheville<br>Virginia DOH-Wytheville |

Appendix A. Local Rate Zones.....

Appendix B. Sample Management Reports.....

Appendix C. Sample Implementation Timeline .....

Appendix D. Nationwide Program Summary for National Car Rental .....

Appendix E. Nationwide Program Summary for Enterprise Rent-A-Car .....

Redacted

## Appendix A. Local Rate Zones

National travelers may rent in any of the rental cities and return to any National location within the specified Local Rate Zone and still pay the local rental rate with no additional per-mile charges.

*If Local Rate Zone is identified by a specific location, rather than a geographic area, rentals are allowed from the location to the others listed, but not vice versa (e.g., Travelers may rent at Springfield Capital Airport and return at Moline International Airport, but not vice versa).*

|   |  |  |
|---|--|--|
| Arizona   |  |  |
| Phoenix   | Mesa — Falcon Field<br>Mesa Gateway Airport<br>Phoenix — Swift National  | Phoenix Sky Harbor International Airport<br>Scottsdale Municipal Airport   |
| Tucson  | Tucson — S. Palo Verde<br>Tucson — S. Rita Road  | Tucson — Hemisphere Loop<br>Tucson International Airport   |
| California  |  |  |
| Fresno  | Fresno International Airport   | Bakersfield Airport  |
| Northern California   | Livermore — Research Drive<br>Monterey Peninsula Airport<br>Oakland International Airport<br>Redwood City — El Camino Real<br>Sacramento International Airport | San Francisco International Airport<br>San Francisco — Union Square<br>San Francisco — O'Farrell Street<br>San Francisco Convention Center<br>San Jose International Airport<br>Santa Rosa Sonoma County Airport |
| San Diego   | Escondido — West 4th Avenue<br>San Diego International Airport<br>Solana Beach — Highway 101   |  |
| Southern California   | Anaheim — West Katella<br>Burbank — Bob Hope Airport<br>Long Beach International Airport<br>Los Angeles International Airport                                  | Ontario International Airport<br>Palm Springs International Airport<br>Santa Ana Orange County Airport<br>Santa Barbara Municipal Airport  |
| Colorado  |  |  |
| Colorado  | Aspen-Pitkin County Airport<br>Colorado Springs Municipal Airport  | Denver International Airport<br>Fort Collins — Woodward  |
| Connecticut   |  |  |
| New Haven<br>Stamford   | New York City Local Rate Zone  |  |
| District of Columbia  |  |  |
| Washington D.C.   | Baltimore International Airport, Maryland<br>Lexington Park, Md.—Three Notch Road<br>National L'Enfant Plaza   | Washington Dulles International Airport<br>Washington Reagan International Airport<br>Washington D.C. —Union Station   |
| Delaware  |  |  |
| Wilmington  | Philadelphia Local Rate Zone   |  |
| Florida   |  |  |
| All National rentals originating and terminating within the State of Florida are included in the Local Rate Zone. |  |  |
| Georgia   |  |  |
| Savannah  | Savannah/Hilton Head International Airport, Georgia<br>Hilton Head, S.C. Local Rate Zone   |  |
| Hawaii  |  |  |
| Island of Hawaii  | Hilo International Airport<br>Kona International Airport<br>Waikoloa Beach Drive   |  |
| Island of Oahu  | Honolulu International Airport<br>Honolulu — Waikiki Ala Moana Blvd.   |  |
| Island of Maui  | Kahului International Airport<br>Lahaina Kapalua International Airport   |  |



|                                 |  |  |
|---------------------------------|--|--|
| <b>Illinois</b>                 |  |  |
| Chicago                         | Chicago Midway International Airport<br>Chicago O'Hare International Airport   | Chicago — North LaSalle<br>Naperville — East Ogden Avenue  |
| Springfield Capital Airport     | Moline/Quad City International Airport   |  |
| <b>Indiana</b>                  |  |  |
| Indianapolis                    | Carmel — East 116th Street<br>Indianapolis International Airport<br>Indianapolis Walk Up   |  |
| <b>Iowa</b>                     |  |  |
| Cedar Rapids East Iowa Airport  | Cedar Rapids — Rockwell  |  |
| <b>Kentucky</b>                 |  |  |
| Paducah Barkley Airport         | Louisville International Airport   |  |
| <b>Maryland</b>                 |  |  |
| Maryland                        | Washington, D.C. Local Rate Zone   |  |
| <b>Massachusetts</b>            |  |  |
| Boston                          | Boston Logan International Airport<br>Boston — Atlantic Avenue<br>Boston — Boylston Street   |  |
| <b>Michigan</b>                 |  |  |
| Michigan                        | Ann Arbor Municipal Airport<br>Detroit Metropolitan Airport<br>Toledo Express Airport, Ohio  |  |
| <b>Minnesota</b>                |  |  |
| Minneapolis                     | Minneapolis International Airport<br>Minneapolis Hubert Humphrey Charter Terminal  |  |
| Rochester International Airport | Fargo International Airport, N.D.  |  |
| <b>Missouri</b>                 |  |  |
| Hollister — Branson Airport     | Springfield Regional Airport   |  |
| <b>Nebraska</b>                 |  |  |
| Lincoln Municipal Airport       | Omaha Airport  |  |
| <b>Nevada</b>                   |  |  |
| Henderson Executive Air         | Phoenix Sky Harbor Airport, Arizona<br>Phoenix — Swift National, Arizona   | Scottsdale Airport, Arizona  |
| <b>New Jersey</b>               |  |  |
| New Jersey                      | New York City Local Rate Zone  |  |
| <b>New Mexico</b>               |  |  |
| Roswell Airport                 | Phoenix Sky Harbor International Airport, Arizona<br>Phoenix — Swift National, Arizona<br>Scottsdale Municipal Airport, Arizona  |  |
| <b>New York</b>                 |  |  |
| Elmira/Corning Regional Airport | Greater Rochester International Airport  |  |
| New York City                   | Iselin, N.J. — Renaissance Inn<br>Islip MacArthur Airport, N.Y.<br>Jersey City, N.J. — Montgomery Street<br>Newark Liberty International Airport, N.J.<br>Manhattan, N.Y. — East 50th Street<br>Manhattan, N.Y. — East 80th Street<br>Manhattan, N.Y. — West 77th Street | Manhattan, N.Y. — West 40th Street<br>New Haven, Connecticut — State Street<br>New York, N.Y. — JFK Airport<br>New York, N.Y. — LaGuardia Airport<br>New Windsor Stewart Airport<br>Stamford, Connecticut — Main Street<br>Teterboro Airport, N.J.<br>White Plains Airport, N.Y. |

|                                      |  |   |
|--------------------------------------|--|---|
| North Carolina                       |  |   |
| Charlotte                            | Charlotte/Douglas International Airport  |   |
| Fletcher — Landmark Aviation         | Fletcher — Ashville Regional Airport   |   |
| Fletcher — Ashville Regional Airport | Hickory  |   |
| Ohio                                 |  |   |
| Toledo                               | Michigan Local Rate Zone   |   |
| Oregon                               |  |   |
| Portland International Airport       | Eugene Mahlon Sweet Field Airport  |   |
| Pennsylvania                         |  |   |
| Philadelphia                         | Philadelphia International Airport<br>Philadelphia, Pennsylvania — 30th Street<br>Philadelphia — Norwitch                              |   |
| South Carolina                       |  |   |
| Hilton Head                          | Hilton Head Island Airport<br>Savannah/Hilton Head International Airport, Georgia  |   |
| Texas                                |  |   |
| Dallas                               | Dallas-Fort Worth International Airport<br>Dallas Love Field Airport<br>Plano — North Dallas Parkway                                   |   |
| Houston                              | Houston Bush Intercontinental Airport<br>Houston Hobby Airport   | Houston — Doubletree Galleria<br>Houston — Omni Hotel |
| Southern Texas                       | Brownsville/South Padre Island International Airport<br>Harlingen Valley International Airport<br>McAllen-Miller International Airport |   |
| Virginia                             |  |   |
| Washington D.C.                      | Washington D.C. Local Rate Zone  |   |
| Norfolk International Airport        | Newport News/Williamsburg International Airport  |   |
| Richmond                             | Charlottesville Airport<br>Richmond International Airport  |   |
| Roanoke                              | Roanoke Regional Airport<br>Roanoke — Coulter Drive  |   |
| Washington                           |  |   |
| Seattle                              | Seattle — Downtown Hilton<br>Seattle-Tacoma International Airport<br>Bellevue Seattle Redmond  |   |
| West Virginia                        |  |   |
| Huntington Tri-State Airport         | Charleston Yeager Airport  |   |
| Wyoming                              |  |   |
| Cheyenne Air National                | Grand Junction Regional Airport  |   |

## One-Page Corporate Scorecard

Commercial Global Scorecard

Account: Example Company Account Number: XZXZXXZ

Brand(s): Enterprise Rent-A-Car, National Car Rental Currency: US Dollars

Region(s): North America, Europe/Middle East/Africa, Asia Pacific, Latin America/Caribbean Division(s): Rent-A-Car, Rent-A-Truck Committed Volume: \$5,000,000.00

Beginning YM Reporting Period: 201701 to 201712

Prior YM Reporting Period: 201601 to 201612

| Quarter           | Cur YM Revenue | % Change Revenue |
|-------------------|----------------|------------------|
| Q1                | \$1,291,693    | -4.82%           |
| Q2                | \$1,361,229    | -3.40%           |
| Q3                | \$1,347,713    | -3.90%           |
| Q4                | \$1,135,170    | 0.08%            |
| Overall - Summary | \$5,135,805    | -3.15%           |

| Quarter           | CY Compliance | Compliance Growth |
|-------------------|---------------|-------------------|
| Q1                | 103.34%       | 2.04%             |
| Q2                | 108.90%       | 4.21%             |
| Q3                | 107.82%       | 3.84%             |
| Q4                | 90.81%        | -11.28%           |
| Overall - Summary |               |                   |

| # of Travelers: 1 |          |  |  |
|-------------------|----------|--|--|
| Tier              | Enrolled |  |  |
| Emerald Club      | 11,961   |  |  |
| Executive         | 558      |  |  |
| Executive Elite   | 189      |  |  |
| Executive VP      | 1        |  |  |

| Rental Information            |             |  |  |
|-------------------------------|-------------|--|--|
| Number of Rental Transactions | 44,721      |  |  |
| Charge Days                   | 141,952     |  |  |
| One-Way Transactions          | 5,190       |  |  |
| Average Rate Per Day          | \$36.16     |  |  |
| Average Miles Per Day         | 121         |  |  |
| Average Rent Length           | 3.17        |  |  |
| Revenue                       | \$5,135,805 |  |  |

| Location                   | CY % of Total Revenue | Location                   | PY % of Total Revenue |
|----------------------------|-----------------------|----------------------------|-----------------------|
| DALLAS - FT. WORTH AIRPORT | 4.44%                 | DALLAS - FT. WORTH AIRPORT | 4.14%                 |
| PHILADELPHIA AIRPORT       | 3.66%                 | PHILADELPHIA AIRPORT       | 3.90%                 |
| PHOENIX AIRPORT            | 3.46%                 | LOS ANGELES AIRPORT        | 3.79%                 |
| LOS ANGELES AIRPORT        | 3.29%                 | JACKSONVILLE, FL AIRPORT   | 3.50%                 |
| JACKSONVILLE, FL AIRPORT   | 2.79%                 | PHOENIX AIRPORT            | 2.92%                 |
| DENVER AIRPORT             | 2.66%                 | DENVER AIRPORT             | 2.54%                 |
| CHARLOTTE AIRPORT          | 2.20%                 | CHARLOTTE AIRPORT          | 2.51%                 |
| ATLANTA AIRPORT            | 1.93%                 | ATLANTA AIRPORT            | 2.14%                 |
| TAMPA AIRPORT              | 1.88%                 | FT. LAUDERDALE AIRPORT     | 1.81%                 |
| ORLANDO AIRPORT            | 1.87%                 | ORLANDO AIRPORT            | 1.78%                 |
| % of Total                 | 28.18%                | % of Total                 | 29.03%                |

| Country        | CY % of Total Revenue | Country        | PY % of Total Revenue |
|----------------|-----------------------|----------------|-----------------------|
| United States  | 99.05%                | United States  | 99.27%                |
| Canada         | 0.38%                 | Canada         | 0.31%                 |
| United Kingdom | 0.14%                 | United Kingdom | 0.11%                 |
| Italy          | 0.08%                 | Italy          | 0.06%                 |
| Iceland        | 0.06%                 | Spain          | 0.06%                 |
| % of Total     | 99.90%                | % of Total     | 99.97%                |

| Car Classes          | Charged | Driven | Compliance |
|----------------------|---------|--------|------------|
| Economy              | 2,026   | 119    | 4.53%      |
| Compact              | 1,653   | 1,370  | 3.70%      |
| Intermediate         | 26,281  | 4,796  | 58.77%     |
| Standard             | 1,658   | 809    | 3.71%      |
| Fullsize             | 7,766   | 8,763  | 17.37%     |
| Premium              | 736     | 974    | 1.65%      |
| Luxury               | 310     | 508    | 0.69%      |
| Minivan              | 1,012   | 1,734  | 2.26%      |
| Mid/Std SUV          | 1,935   | 6,398  | 4.33%      |
| Large SUV            | 356     | 1,475  | 0.80%      |
| Hybrid               | 35      | 1,341  | 0.08%      |
| 12/15 Passgr Van     | 27      | 28     | 0.06%      |
| Pick Up Truck        | 129     | 980    | 0.29%      |
| Cargo Van            | 24      | 17     | 0.05%      |
| Cargo Van Heavy Duty | 1       | 4      | 0.00%      |
| Pickup Heavy Duty    | 13      | 37     | 0.03%      |
| Box Truck            | 6       | 6      | 0.01%      |
| Other                | 690     | 14,867 | 1.54%      |
| Exotic               | 64      | 496    | 0.14%      |
| Overall - Total      | 44,722  | 44,722 | 100.00%    |

| Reservation Source | % of Total Rentals | Previous % of Total Rentals |
|--------------------|--------------------|-----------------------------|
| GDS                | 72.70%             | 75.36%                      |
| Online             | 19.81%             | 17.22%                      |
| Call Center        | 4.18%              | 4.13%                       |
| Walk In            | 1.94%              | 2.01%                       |
| BRANCH             | 1.11%              | 1.08%                       |
| ARMSB              | 0.18%              | 0.12%                       |
| Web Service        | 0.08%              | 0.07%                       |

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## Cost Savings

Account Number(s): XZ99999

Date Range: 201710 to 201712

Rented Country: USA - North America, Canada - North America

| Car Groups    | Car Charged | Car Driven | Upgrades | Average LOR | Upgrade Days | Mid Size Rate | RPD      | Savings Per Day | Savings        |
|---------------|-------------|------------|----------|-------------|--------------|---------------|----------|-----------------|----------------|
| Mid Size      | 4,020       | 570        | 0        | 2.90        | 0.00         | \$36.11       | \$36.11  | \$0.00          | \$0.00         |
| Full Size     | 96          | 1,643      | 1,547    | 3.61        | 5,580.80     | \$36.11       | \$39.80  | \$3.69          | \$20,593.15    |
| Premium       | 10          | 178        | 168      | 3.63        | 610.34       | \$36.11       | \$49.75  | \$13.64         | \$8,325.04     |
| Mini Van      | 41          | 188        | 147      | 3.85        | 565.27       | \$36.11       | \$62.42  | \$26.31         | \$14,872.25    |
| Luxury        | 2           | 38         | 36       | 5.00        | 180.00       | \$36.11       | \$34.00  | \$0.00          | \$0.00         |
| Sport Utility | 28          | 244        | 216      | 3.08        | 665.82       | \$36.11       | \$61.78  | \$25.67         | \$17,091.60    |
| Other         | 20          | 1,775      | 1,755    | 2.58        | 4,533.16     | \$36.11       | \$293.73 | \$257.62        | \$1,167,832.68 |
|               |             |            |          |             |              |               |          | Total Savings:  | \$1,228,714.72 |

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## Greenhouse Gas Emissions Report Account Summary

Account Number(s): XZXZXZXZ

Date Range: 201804 to 201806

| BR Brand Description     | BR Parent Account Name | BR Parent Account Number | Metric Tons of CO2e |
|--------------------------|------------------------|--------------------------|---------------------|
| Enterprise               | Company XZ             | XZXZXZXZ                 | 630.79              |
| National                 | Company XZ             | XZXZXZXZ                 | 167.93              |
| <b>Overall - Summary</b> |                        |                          | <b>798.72</b>       |

| Check Out Country Name | Total Distance Driven | Distance Code | Gallons of Fuel | Litres of Fuel | Pounds of CO2e | Kilograms of CO2e | Metric Tons of CO2e |
|------------------------|-----------------------|---------------|-----------------|----------------|----------------|-------------------|---------------------|
| CANADA                 | 1,793                 | Kilometer     | 59.17           | 224.00         | 1,148.94       | 521.15            | 0.52                |
| UNITED STATES          | 2,148,817             | Miles         | 90,559.13       | 132,357.22     | 1,759,727.81   | 798,200.06        | 798.20              |
| <b>Overall - Total</b> |                       |               |                 |                |                |                   | <b>798.72</b>       |

Aug 13, 2018

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**Calculation Disclaimer:**

The methodology for calculating total greenhouse gas (GHG) emissions in metric tonnes of Carbon Dioxide equivalents (MT CO2e) reporting is summarized as follows – (1) Calculate the average combined fuel economy for each car class driven. (2) Calculate the amount of fuel consumed by dividing the total distance driven in the car class by the average combined fuel economy for that car class. (3a) Calculate total Carbon Dioxide (CO2) by multiplying the quantity of fuel consumed for each vehicle by the EPA emissions factor for each car class (.00878 kg CO2 per gallon)(3b) Calculate total Methane (CH4) by multiplying the miles driven by 1.73e-08 grams CH4 per mile. The metric tonnes of CH4 are then converted to MT CO2e by multiplying by 28 - the GWP for CH4.(3c) Calculate total Nitrous (N2O) by multiplying the miles driven by 3.6e-09 g N2O per mile. The metric tonnes of N2O are then converted to MT CO2e by multiplying by 265 - the GWP for N2O(4) Total GHG emissions in MT CO2e is the sum of the metrics tonnes of CO2 + metric tonnes of CO2e for CH4 + metric tonnes of CO2e for N2O. Add CO2e emissions for each vehicle together to obtain total CO2e emissions.Global Warming Potential (GWP) values as reported within the Intergovernmental Panel on Climate Change's (IPCC) Fifth Assessment Report.

**Booking Source**

Date Range: 201710 to 201712

| Region | Rented Country Name | Reservation Source Name | Number of Rentals | Charge Days | Business Rental (Scorecard) T&M Loc | Avg Scorecard T&M Per Day Loc |
|--------|---------------------|-------------------------|-------------------|-------------|-------------------------------------|-------------------------------|
| NA     | CANADA              | WEB                     | 7                 | 38          | 1,329.25                            | 34.98                         |
|        |                     | WEB Program             | 3                 | 7           | 232.81                              | 33.26                         |
|        |                     |                         | 10                | 45          | 1,562.06                            | 34.71                         |
|        | UNITED STATES       | GDS                     | 4,167             | 11,581      | 414,126.93                          | 35.76                         |
|        |                     | WEB                     | 1,621             | 4,921       | 156,863.90                          | 31.88                         |
|        |                     | WEB Program             | 41                | 155         | 6,509.99                            | 42.00                         |
|        |                     | Screen Res Program      | 259               | 816         | 27,507.18                           | 33.71                         |
|        |                     | DBI                     | 6                 | 12          | 603.44                              | 50.29                         |
|        |                     | ARMS                    | 17                | 176         | 5,609.60                            | 31.87                         |
|        |                     | WALKUP                  | 177               | 760         | 25,816.64                           | 33.97                         |
|        |                     | BRANCH                  | 18                | 80          | 2,856.85                            | 35.71                         |
|        |                     |                         | 6,306             | 18,501      | 639,894.53                          | 34.59                         |
|        | FRANCE              | Screen Res Program      | 1                 | 2           | 96.00                               | 48.00                         |
|        |                     |                         | 1                 | 2           | 96.00                               | 48.00                         |
|        | GERMANY             | WEB                     | 1                 | 4           | 20.00                               | 5.00                          |
|        |                     |                         | 1                 | 4           | 20.00                               | 5.00                          |
|        | SPAIN               | WEB                     | 1                 | 1           | 43.64                               | 43.64                         |
|        |                     |                         | 1                 | 1           | 43.64                               | 43.64                         |
| EMEA   | UNITED KINGDOM      | GDS                     | 1                 | 3           | 42.81                               | 14.27                         |
|        |                     | WEB                     | 1                 | 3           | 4.92                                | 1.64                          |
|        |                     | WEB Program             | 1                 | 11          | 209.55                              | 19.05                         |
|        |                     |                         | 3                 | 17          | 257.28                              | 15.13                         |

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## Week 1

- Confirm program start date
- Use pre-enrollment timeline calculator to identify key dates
- Implementation and Emerald Club conversion meetings:
  - Identify and contact the Commonwealth's key personnel
  - Pinpoint locations that need pickup and delivery
  - Review long-term rental needs and personal mileage reimbursements
  - Establish dates for communication and announcement methods
  - Review Emerald Club enrollment methods:
    - Identify travelers qualified for Emerald Club
  - Establish program training method and dates:
    - Loading of new contract rates for Enterprise and National
    - Meeting to review process and progress of week

## Week 2 – 3

- Receive traveler database and agencies eligible
- The Commonwealth announces program — Enterprise and National to receive endorsement
- Begin Emerald Club enrollment:
  - “Key Account” notice sent internally for training of reservation agents,
- Discuss Customer Satisfaction Guarantee rollout:
  - Review sample questions for online survey and select dates
- Review and confirm risk management process
- Review long-term rentals and personal mileage reimbursements findings
- Confirm rate loading and test rates for accuracy
- Advise the Commonwealth of Direct Billing accounts and procedures
- Creation of Travel Agency guides for seminars
- Meeting to review process and progress of week
- Obtain a top list of FBO locations (if applicable)

## Week 3 – 4

- Conduct and review with DGS team:
  - Loyalty report furnished for passenger profiles
  - Benefits of Enterprise in home-city locations
- Final confirmation of rates loaded
- Implementation review with the Commonwealth of Virginia
- Finalize contract and obtain signatures
- Weekly email reminder to travelers — Instant Enrollment
- Meeting to review process and progress of week

## Week 5 – 6

- Program start date
- Online customer service surveys sent out (if requested)
- Weekly email reminder to travelers — Instant Enrollment

## Post-Launch

- Implementation Evaluation Meeting after first three months
- For the first 45 days, hold weekly or biweekly calls to review rental program progress
- Discuss quarterly reporting methods and formats

| Implementation and Transition Lesson Learned   |   | Enterprise and National's Solution   |   | What this means for Your Company   |
|--|---|--|---|--|
| <b>Task</b><br>Create a customized "roadmap" for the project but allow room for flexibility.   | > | Implementation Timeline and Checklist  | = | A successful transition based on a proven template that can be modified to meet specifics your Commonwealth of Virginia employees require.   |
| <b>Task</b><br>Have multiple enrollment options into frequent renter programs for travelers.   | > | <ul style="list-style-type: none"> <li>• Web enrollment (instant)</li> <li>• Data Transfer (mass enrollment)</li> <li>• Electronic applications</li> </ul> | = | Maximum "reach" to all travelers to easily enroll (or automatically be enrolled) into renter programs.   |
| <b>Task</b><br>Personally, manage enrollment of executive management.  | > | Kevin Sevilla<br>Sharon Patrick  | = | Hands-on, "specialized" handling of all executives to ensure seamless transition for this very important group of travelers.   |
| <b>Task</b><br>Utilize multiple forms of communication to travelers.   | > | Library of various announcement letters, flyers, FAQs, email blast messages  | = | Immediate access to best practice-based, time-tested communication content in a variety of formats.  |
| <b>Task</b><br>Conduct detailed training with travel management companies and travelers.   | > | Travel agency training, customized booking guides, traveler seminars (travel fairs), promotions to increase education and awareness                        | = | Support for travel agents to ease transition at program launch and thereafter; end-user interaction to help with communication and education of new service offerings.   |
| <b>Task</b><br>Customer Service "voice level" is high at the outset of a new program.  | > | Account management "on call" to troubleshoot during launch week and post-launch weeks.   | = | Immediate response to common launch and post-launch related inquiries.   |
| <b>Task</b><br>Thorough internal communication on account's travel patterns is important to ensure top locations are prepared.                     | > | "Key Account" notices and conference calls   | = | Additional Emerald Aisle Specialists, booth agents and management staff will be available for the Commonwealth's travelers to educate them on their rental program and requirements.   |
| <b>Task</b><br>Understand that travel is a very personal commodity — highlight our service from that perspective to achieve buy-in from travelers. | > | <ul style="list-style-type: none"> <li>• Choice Rental Process at Emerald Club</li> <li>• "We'll Pick You Up" service</li> </ul>                           | = | National affords the renter the ability to CHOOSE the rental car they will drive; members earn more benefits as they rent — the ability to move up to higher levels. Enterprise looks to customize programs to customer needs; |

## Appendix D. Nationwide Program Summary for National Car Rental



## PROGRAM SUMMARY

Commonwealth of Virginia (Rates including coverage outside of the Commonwealth of Virginia)

## ➤ DAILY RATES: U.S. PRICING OUTSIDE THE COMMONWEALTH OF VIRGINIA – NATIONAL CAR RENTAL

| SIPP Code | Class                 | Daily Rate |
|-----------|-----------------------|------------|
| ECAR      | Economy               | \$35.00    |
| CCAR      | Compact               | \$35.00    |
| ICAR      | Intermediate          | \$36.00    |
| SCAR      | Standard              | \$36.50    |
| FCAR      | Full Size             | \$39.00    |
| MVAR      | Minivan               | \$69.00    |
| IFAR/SFAR | Standard/Mid-Size SUV | \$69.00    |
| FFAR      | Large SUV             | \$99.00    |
| FVAR      | 12/15 Passenger Van   | \$99.00    |

## ☐ TERMS &amp; CONDITIONS: U.S./PUERTO RICO/DISTRICT OF COLUMBIA

**Weekly/Monthly Factors:** The weekly rate is 6 times the daily rate; monthly rate is 4 times the weekly rate.

**One-Way Surcharges:** Economy - Full Size Rental Rate will be \$69.00/day; Premium through Large SUV will be the Daily Rate plus \$.40/mile.

**Young Renter:** Provider will not charge an additional charge when the Eligible Renter is between the ages of twenty-one (21) and twenty-four (24), provided the rental is pursuant to this Agreement.

**Mileage Charges:** Economy through Premium vehicle classes include unlimited free miles per day and per week, and 2,500 free miles per month; all other vehicle classes include 150 free miles per day, 1,050 free miles per week, and 2,500 free miles per month, as applicable. Any additional miles will be charged at the rate of \$0.20 per mile.

**One-Day Surcharges:** Rentals commencing on a Mon/Tue will be charged the Daily Rate plus \$3.00/day.

## ☐ GEOGRAPHIC SURCHARGES: U.S./PUERTO RICO

|      |  |
|------|--|
| \$5  | Charlotte, Chattanooga, Cincinnati, Cleveland, Columbia, Greenville, Elmira, Kansas City, New Orleans, Salt Lake City, St. Louis, State of New York, State of Illinois, Phoenix, Raleigh Durham  |
| \$8  | Manchester NH, San Juan  |
| \$10 | Atlanta, Aguadilla, Baltimore, Billings, Bismark, Boston, Chicago Detroit, Fargo, Grand Forks Hawaii, Colorado Springs, Great Falls, Los Angeles outside LAX, State of Texas, Minot, Missoula, Philadelphia Denver, Vail/Eagle City, Monterey, Oakland, San Francisco, San Jose, Hartford, Manchester, Pittsburgh, Providence, Rapid City, Seattle |
| \$15 | Los Angeles LAX, State of Alaska   |
| \$22 | Islip, New York City including JFK, LGA, Newark,   |

Rates are not available for rentals commencing in Manhattan all day Friday through 12:59 p.m. Sunday.

†Geographic Surcharges may apply at some Canadian locations.

## ☐ DRIVER PROTECTION PRODUCTS: U.S./PUERTO RICO/DISTRICT OF COLUMBIA

**DW:** Business rentals only-On all products and discounts the renter is not responsible for loss and/or damage to the rental vehicle.

**Liability:** Business rentals only-On all products and discounts primary liability limits shall be \$1M CSL



## Appendix E. Nationwide Program Summary for Enterprise Rent-A-Car



## PROGRAM SUMMARY

Commonwealth of Virginia (Rates including coverage outside of the Commonwealth of Virginia)

## ➤ DAILY RATES: U.S. PRICING OUTSIDE THE COMMONWEALTH OF VIRGINIA – ENTERPRISE RENT-A-CAR

| SIPP Code | Class                 | Daily Rate |
|-----------|-----------------------|------------|
| ECAR      | Economy               | \$35.00    |
| CCAR      | Compact               | \$35.00    |
| ICAR      | Intermediate          | \$36.00    |
| SCAR      | Standard              | \$36.50    |
| FCAR      | Full Size             | \$39.00    |
| MVAR      | Minivan               | \$69.00    |
| IFAR/SFAR | Standard/Mid-Size SUV | \$69.00    |
| FFAR      | Large SUV             | \$99.00    |
| FVAR      | 12/15 Passenger Van   | \$99.00    |

## □ TERMS &amp; CONDITIONS: U.S./PUERTO RICO

**Weekly/Monthly Factors:** The weekly rate is 6 times the daily rate; monthly rate is 4 times the weekly rate.

**Young Renter:** Provider will not charge an additional charge when the Eligible Renter is between the ages of twenty-one (21) and twenty-four (24), provided the rental is pursuant to this Agreement

**Mileage Charges:** Economy through Premium vehicle classes include unlimited free miles per day and per week, and 2,500 free miles per month; all other vehicle classes include 150 free miles per day, 1,050 free miles per week, and 2,500 free miles per month, as applicable. Any additional miles will be charged at the rate of \$0.20 per mile.

**One-Day Surcharges:** Rentals commencing on a Mon/Tue will be charged the Daily Rate plus \$3.00/day.

## □ GEOGRAPHIC SURCHARGES: U.S./PUERTO RICO/DISTRICT OF COLUMBIA

|      |  |
|------|--|
| \$5  | Charlotte, Chattanooga, Cincinnati, Cleveland, Columbia, Greenville, Elmira, Kansas City, New Orleans, Salt Lake City, St. Louis, State of New York, State of Illinois, Phoenix, Raleigh Durham  |
| \$8  | Manchester NH, San Juan  |
| \$10 | Atlanta, Aguadilla, Baltimore, Billings, Bismark, Boston, Chicago Detroit, Fargo, Grand Forks Hawaii, Colorado Springs, Great Falls, Los Angeles outside LAX, State of Texas, Minot, Missoula, Philadelphia Denver, Vail/Eagle City, Monterey, Oakland, San Francisco, San Jose, Hartford, Manchester, Pittsburgh, Providence, Rapid City, Seattle |
| \$15 | Los Angeles LAX, State of Alaska   |
| \$25 | Islip, New York City including JFK, LGA, Newark,   |

Rates are not available for rentals commencing in Manhattan all day Friday through 12:59 p.m. Sunday.

## □ DRIVER PROTECTION PRODUCTS: U.S./PUERTO RICO/DISTRICT OF COLUMBIA

**DW:** Business rentals only-On all products and discounts the renter is not responsible for loss and/or damage to the rental vehicle.

**Liability:** Business rentals only-On all products and discounts primary liability limits shall be \$1M CSL



# COMMONWEALTH of VIRGINIA

*Department of General Services  
Division of Purchases and Supply*

J. Peter Stamps, CPPO, VCM, VCO  
Director

P.O. Box 1199  
Richmond, VA 23218-1199  
Voice: (804) 786-3842

## **RFP E194-415 Vehicle Rental Services Points to Negotiate**

1.) Does your firm agree to include the following mandatory general terms and conditions; Vendors Manual, Applicable Laws and Courts, Immigration Reform and Control Act of 1986, Debarment Status, Antitrust, Payment, Precedence of Terms, Testing and Inspection, Assignment of Contract, Changes to the Contract, Default, Taxes, Announcement of Award, Drug-Free Workplace, Availability of Funds and Authorization to Conduct Business in the Commonwealth? These terms and conditions are General Terms and Conditions and are required by the Commonwealth.

2.) Does your firm agree to leave the Audit term and condition as originally provided in the solicitation?

3.) Does your firm agree to the following language for the term and condition "Extra Charges Not Allowed"?

Proposed pricing shall be for complete delivery ready for the Commonwealth's use and shall include all delivery charges for reservations where delivery point is within 5 miles of a vendor location and shall apply to rental reservations made for a minimum of three (3) days. Pickup and additional driver charges shall not be allowed.

|  |
|--|
| 4.) Does your firm agree to adhere to the provisions outlined in Section IX, Paragraph B of the original solicitation, specifically referring to the billing time frame? In addition to these provisions, the Commonwealth would like to add the requirement to submit invoices for unpaid charges no later than 90 days after quarterly reporting is submitted. Invoices can only pertain to the previous quarter and, if not submitted within the 90 days, the Commonwealth will not be responsible for payment of such charges. |
| 5.) Does your firm agree to leave the language originally provided in the solicitation for Section II, Subsection C, items 4, 5 and 7?   |
| 6.) Does your firm agree to the provisions of Section V? In addition to the provisions of this section, the Commonwealth would like to request that the contractor continue to provide monthly report to the Office of Fleet Management Services, as is currently being provided to the agency. The contractor shall work with the requesting agency to generate any specific report requests or will setup an account to allow the agency generate specific reports on a continual basis.   |
| 7.) Does your firm agree to the provisions of Addendum 1, item 4.B? The Commonwealth is requesting that the SCA fees be paid in the amount of 2% of the quarterly reported sales to include time and mileage only.   |
| 8.) The Commonwealth requests that removal, or appropriate replacement of "Premium" from page 117, Terms and Conditions, Mileage Charges section of the Contractor's response.   |
| 9.) The Commonwealth requests that the billing number be provided to agency staff upon request in order to verify services provided and verify correct billing information.  |
| 10.) The Commonwealth would like to request pricing as listed in the attached schedule. Based on the requested daily rates, the extended half day, weekly monthly and weekend rates have been updated to reflect the Commonwealth's request. Additionally, the Commonwealth requests increased mileage usage at a rate of 200 miles/per day, 1,000 miles/week and 3,000 miles/month to all vehicles within the truck class.  |
| 11.) The Commonwealth requests the addition of Charlottesville commercial  |

airport location to Section C, Table 1 on page 80 of Contractor's response.

12.) The Commonwealth requests to add language to Section C, tables 1 and 2 that requires written mutually signed agreement in order to modify any changes in rates imposed by airports. If such a request is submitted by the Contractor, supporting documentation shall be provided to clearly identify and justify the requested change.

13.) The Commonwealth will allow for an implementation period of 45 days from date of contract award to implement changes in processes for transition from current contract to new contract.

A. Base Rental Fees without Loss Damage Waiver Fee

| Vehicle Classification              | Seating Capacity | Make/Model      | Half Day Rate | Daily Rate | Weekly Rate | Monthly Rate | Weekend Rate |
|-------------------------------------|------------------|-----------------|---------------|------------|-------------|--------------|--------------|
| <b>Car:</b>                         |                  |                 |               |            |             |              |              |
| Economy                             | 4                | See Fleet Guide | \$33          | \$33       | \$181.50    | \$726        | 3 x daily    |
| Compact                             | 5                | See Fleet Guide | \$33          | \$33       | \$181.50    | \$726        | 3 x daily    |
| Intermediate                        | 5                | See Fleet Guide | \$34          | \$34       | \$187       | \$748        | 3 x daily    |
| Standard                            | 5                | See Fleet Guide | \$35          | \$35       | \$192.50    | \$770        | 3 x daily    |
| Full Size                           | 5                | See Fleet Guide | \$37          | \$37       | \$203.50    | \$814        | 3 x daily    |
| <b>Sport Utility Vehicle (SUV):</b> |                  |                 |               |            |             |              |              |
| SUV, Intermediate                   | 5                | See Fleet Guide | \$64          | \$64       | \$320       | \$1408       | 3 x daily    |
| SUV, Standard                       | 5                | See Fleet Guide | \$64          | \$64       | \$320       | \$1408       | 3 x daily    |
| <b>Truck:</b>                       |                  |                 |               |            |             |              |              |
| Truck, Box, 15-16'                  | 2                | See Fleet Guide | \$82          | \$82       | \$410       | \$1804       | 3 x daily    |
| Truck, Box, 24'                     | 3                | See Fleet Guide | \$97          | \$97       | \$485       | \$2134       | 3 x daily    |
| Truck, Box, 26'                     | 3                | See Fleet Guide | \$97          | \$97       | \$485       | \$2134       | 3 x daily    |
| Truck, Compact                      | 3                | See Fleet Guide | \$62          | \$62       | \$310       | \$1364       | 3 x daily    |
| Truck, Cutaway                      | 2                | See Fleet Guide | \$82          | \$82       | \$410       | \$1804       | 3 x daily    |
| Truck, Full Size                    | 4                | See Fleet Guide | \$72          | \$72       | \$360       | \$1584       | 3 x daily    |
| Truck, Stake Bed, 20-24'            | 3                | See Fleet Guide | \$97          | \$97       | \$485       | \$2134       | 3 x daily    |
| <b>Van:</b>                         |                  |                 |               |            |             |              |              |
| Van, Cargo                          | 2                | See Fleet Guide | \$62          | \$62       | \$341       | \$1364       | 3 x daily    |
| Van, Mini                           | 7-8              | See Fleet Guide | \$67          | \$67       | \$368.50    | \$1474       | 3 x daily    |
| Van, Passenger                      | 12               | See Fleet Guide | \$97          | \$97       | \$533.50    | \$2134       | 3 x daily    |

B. Base Rental Fees with Loss Damage Waiver Fee

| Vehicle Classification              | Seating Capacity | Make/Model      | Half Day Rate | Daily Rate | Weekly Rate | Monthly Rate | Weekend Rate |
|-------------------------------------|------------------|-----------------|---------------|------------|-------------|--------------|--------------|
| <b>Car:</b>                         |                  |                 |               |            |             |              |              |
| Economy                             | 4                | See Fleet Guide | \$35          | \$35       | \$192.50    | \$770        | 3 x daily    |
| Compact                             | 5                | See Fleet Guide | \$35          | \$35       | \$192.50    | \$770        | 3 x daily    |
| Intermediate                        | 5                | See Fleet Guide | \$36          | \$36       | \$198       | \$792        | 3 x daily    |
| Standard                            | 5                | See Fleet Guide | \$36.50       | \$36.50    | \$200.75    | \$803        | 3 x daily    |
| Full Size                           | 5                | See Fleet Guide | \$39          | \$39       | \$214.50    | \$858        | 3 x daily    |
| <b>Sport Utility Vehicle (SUV):</b> |                  |                 |               |            |             |              |              |
| SUV, Intermediate                   | 5                | See Fleet Guide | \$66          | \$66       | \$363       | \$1452       | 3 x daily    |
| SUV, Standard                       | 5                | See Fleet Guide | \$66          | \$66       | \$363       | \$1452       | 3 x daily    |
| <b>Truck:</b>                       |                  |                 |               |            |             |              |              |
| Truck, Box, 15-16'                  | 3                | See Fleet Guide | \$97          | \$97       | \$533.50    | \$2134       | 3 x daily    |
| Truck, Box, 24'                     | 3                | See Fleet Guide | \$112         | \$112      | \$616       | \$2464       | 3 x daily    |
| Truck, Box, 26'                     | 3                | See Fleet Guide | \$112         | \$112      | \$616       | \$2464       | 3 x daily    |
| Truck, Compact                      | 3                | See Fleet Guide | \$77          | \$77       | \$423.50    | \$1694       | 3 x daily    |
| Truck, Cutaway                      | 2                | See Fleet Guide | \$97          | \$97       | \$533.50    | \$2134       | 3 x daily    |
| Truck, Full Size                    | 4                | See Fleet Guide | \$77          | \$77       | \$423.50    | \$1694       | 3 x daily    |
| Truck, Stake Bed, 20-24'            | 3                | See Fleet Guide | \$112         | \$112      | \$616       | \$2464       | 3 x daily    |
| <b>Van:</b>                         |                  |                 |               |            |             |              |              |
| Van, Cargo                          | 2                | See Fleet Guide | \$77          | \$77       | \$423.50    | \$1694       | 3 x daily    |
| Van, Mini                           | 7-8              | See Fleet Guide | \$69          | \$69       | \$379.50    | \$1518       | 3 x daily    |
| Van, Passenger                      | 12               | See Fleet Guide | \$97          | \$97       | \$533.50    | \$2134       | 3 x daily    |

**C. Virginia Airport and Fixed Base Operation (FBO) Location Fees**

**1. Virginia Airport Locations:**

| <b>Location</b>                | <b>Access Fees</b>                  | <b>Concession Recovery Fee</b> | <b>Customer Facility Charge</b> | <b>One Way Charge</b> | <b>Drop Charges</b> |
|--------------------------------|-------------------------------------|--------------------------------|---------------------------------|-----------------------|---------------------|
| Blacksburg Airport             | 2% Rental Fee 5% Communications Tax | 12.36%                         | \$3 per day Airport Fee         | Varies                | Varies              |
| Dulles International Airport   | 2% Rental Fee 5% Communications Tax | 11.11%                         | \$3 per day Airport Fee         | Varies                | Varies              |
| Lynchburg Airport              | 2% Rental Fee 5% Communications Tax | 11.11%                         | \$2 per day Airport Fee         | Varies                | Varies              |
| Newport News Airport           | 2% Rental Fee 5% Communications Tax | 11.11%                         | \$4.25 per day Airport Fee      | Varies                | Varies              |
| Norfolk International Airport  | 2% Rental Fee 5% Communications Tax | 11.11%                         | \$2 per day Airport Fee         | Varies                | Varies              |
| Reagan National Airport        | 2% Rental Fee 5% Communications Tax | 11.11%                         | \$3.50 per day Airport Fee      | Varies                | Varies              |
| Richmond International Airport | 2% Rental Fee 5% Communications Tax | 11.11%                         | \$2 per day Airport Fee         | Varies                | Varies              |
| Roanoke Airport                | 2% Rental Fee 5% Communications Tax | 12.36%                         | \$3 per day Airport Fee         | Varies                | Varies              |
| Charlottesville Airport        | 2% Rental Fee 5% Communications Tax | 11.11%                         | \$4.25 per day Airport Fee      | Varies                | Varies              |

**2. Virginia FBO Locations:**

| <b>Location</b>              | <b>Access Fees</b> | <b>Concession Recovery Fee</b> | <b>Customer Facility Charge</b> | <b>One Way Charge</b> | <b>Drop Charges</b> |
|------------------------------|--------------------|--------------------------------|---------------------------------|-----------------------|---------------------|
| Crewe Municipal Airport      | N/A                | N/A                            | N/A                             | N/A                   | N/A                 |
| Aero Industrial Aviation     | N/A                | N/A                            | N/A                             | N/A                   | N/A                 |
| Airport Authority            | N/A                | N/A                            | N/A                             | N/A                   | N/A                 |
| Atlantic Aviation            | N/A                | 11.11%                         | \$4.25 per day Airport Fee      | Varies                | Varies              |
| Blue Ridge Airport           | N/A                | N/A                            | N/A                             | N/A                   | N/A                 |
| Central Virginia Aviation    | N/A                | N/A                            | N/A                             | N/A                   | N/A                 |
| Culpeper County Reg. Airport | N/A                | N/A                            | N/A                             | N/A                   | N/A                 |
| Dominion Aviation            | N/A                | N/A                            | N/A                             | N/A                   | N/A                 |

|  |                    |                                |                                 |                       |                     |
|--|--------------------|--------------------------------|---------------------------------|-----------------------|---------------------|
| Dulles/Private Airport Hawthorn                | 11.11%             | N/A                            | N/A                             | N/A                   | N/A                 |
| Executive Air                                  | N/A                | N/A                            | N/A                             | N/A                   | N/A                 |
| <b>Location</b>                                | <b>Access Fees</b> | <b>Concession Recovery Fee</b> | <b>Customer Facility Charge</b> | <b>One Way Charge</b> | <b>Drop Charges</b> |
| Falwell Aviation                               | N/A                | N/A                            | N/A                             | N/A                   | N/A                 |
| Franklin Municipal Airport                     | N/A                | N/A                            | N/A                             | N/A                   | N/A                 |
| Glick Fields Inc.                              | N/A                | N/A                            | N/A                             | N/A                   | N/A                 |
| Hampton Roads Exec Airport                     | N/A                | N/A                            | N/A                             | N/A                   | N/A                 |
| Heart of Virginia Aviation (Farmville/Ashland) | N/A                | N/A                            | N/A                             | N/A                   | N/A                 |
| Horizon Aviation                               | N/A                | N/A                            | N/A                             | N/A                   | N/A                 |
| Hummel Aviation LLC                            | N/A                | N/A                            | N/A                             | N/A                   | N/A                 |
| Landmark Aviation Charlottesville              | N/A                | N/A                            | N/A                             | N/A                   | N/A                 |
| Landmark Aviation Roanoke                      | N/A                | 11.11%                         | \$1.70 per day                  | N/A                   | N/A                 |
| Landmark Aviation/Norfolk                      | N/A                | N/A                            | N/A                             | N/A                   | N/A                 |
| Million Air Richmond                           | N/A                | 11.11%                         | N/A                             | N/A                   | N/A                 |
| Mountain Empire Aviation                       | N/A                | N/A                            | N/A                             | N/A                   | N/A                 |
| New Kent County                                | N/A                | N/A                            | N/A                             | N/A                   | N/A                 |
| New London Airport                             | N/A                | N/A                            | N/A                             | N/A                   | N/A                 |
| New River Valley Airport                       | N/A                | N/A                            | N/A                             | N/A                   | N/A                 |
| Richmond Jet Center                            | N/A                | 11.11%                         | \$1.70 per day                  | N/A                   | N/A                 |
| Rick Aviation                                  | N/A                | 11.11%                         | \$3 per day                     | N/A                   | N/A                 |
| Shenandoah Airport                             | N/A                | N/A                            | N/A                             | N/A                   | N/A                 |
| Skylark Aviation                               | N/A                | N/A                            | N/A                             | N/A                   | N/A                 |
| Suffolk Airport                                | N/A                | N/A                            | N/A                             | N/A                   | N/A                 |
| Twin County Airport                            | N/A                | N/A                            | N/A                             | N/A                   | N/A                 |
| Virginia Aviation Retail                       | N/A                | N/A                            | N/A                             | N/A                   | N/A                 |
| Virginia Highlands Airport                     | N/A                | N/A                            | N/A                             | N/A                   | N/A                 |
| Virginia Tech/Montgomery Co. Airport           | N/A                | N/A                            | N/A                             | N/A                   | N/A                 |



|                                |     |     |     |     |     |
|--------------------------------|-----|-----|-----|-----|-----|
| West Point Aviation            | N/A | N/A | N/A | N/A | N/A |
| Williamsburg Jamestown Airport | N/A | N/A | N/A | N/A | N/A |

EAN Services, LLC  
Name of Firm

Jeff Cowan / Secretary or Assistant Secretary  
Print Name/Title

  
Signature

01/30/2020  
Date